

OFFICE OF THE OMBUDSMAN



Province of Alberta

VOLUME I

21ST ANNUAL REPORT to the Legislative Assembly
For the Period January 1, 1987 to December 31, 1987



LEGISLATIVE ASSEMBLY
PROVINCE OF ALBERTA

Office of the Ombudsman

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May 20, 1988

The Honourable David J. Carter
Speaker of the Legislative Assembly
325 Legislature Building
Edmonton, Alberta
T5K 2B6

Mr. Speaker:

Pursuant to Section 27(1) of the Ombudsman Act, I have
the pleasure of submitting the Twenty-first Annual Report
covering the activities of my Office for the calendar year 1987.

Respectfully,

Aleck Trawick
Ombudsman

From the Ombudsman Act
Chapter 0-7 RSA 1980

- 2(1) There shall be appointed, as an officer of the Legislature, a commissioner for investigation to be called the Ombudsman.
- 27(1) The Ombudsman shall in each year make a report to the Legislature on the exercise of his functions under this Act.

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VOLUME II

Detailed Listing of All Jurisdictional Complaints Received in 1987.
(Available on request from the Office of the Ombudsman).

REMARKS OF THE OMBUDSMAN



I am pleased to be able to tender this report to the Legislative Assembly of Alberta, by reason of my appointment on October 1st, 1987, as the fourth Ombudsman for the Province of Alberta. I may say that I feel especially honoured to have been selected from a large group of highly qualified candidates, after a lengthy search by the Special Ombudsman Search Committee of the Alberta Legislature, and to have my appointment confirmed by the unanimous vote of the Select Standing Committee on Legislative Offices and the Legislative Assembly.

As I held this Office for such a brief period during 1987, these remarks will encompass a review of my predecessor's work, a brief review of key recommendations made by both my immediate predecessors, and finally an indication of my ambitions for my term of Office.



It was gratifying to find, on my taking Office, that the Office had operated well and had more than adequately handled complaints in the period of time between the resignation of my predecessor, Brian Sawyer, on May 15th, 1987, and my appointment on October 1st, 1987. Substantial credit must be given to Marcel Arcand, our Executive Director, who carried out the role of Acting Ombudsman during that time, but equal credit must be given to the remainder of the dedicated staff who were determined that service would not suffer. A great part of the credit for the dedication of the staff must be given to my predecessor, Brian Sawyer. He fostered a system that investigators, once the Ombudsman had decided to investigate, would carry on the active management of the investigation, and conclude the complaint with a recommendation to the Ombudsman. He instituted a system which encouraged investigators to informally resolve complaints, on an entrepreneurial basis, by referral, negotiation, or mediation in order to obtain immediate resolution as quickly and expeditiously as possible. This change resulted in a very enthusiastic and motivated staff and clearly resulted in a higher level of appreciation of the Office by complainants.

I think the staff is to be further commended for the manner in which the Alberta Ombudsman's Office organized and hosted the Canadian Ombudsman Conference in September, 1987. The Conference represents the continuation of a practice established fifteen years ago, whereby the Ombudsmen appointed in the various provinces of Canada and their colleagues, the Federal Commissioners, meet informally once each year to exchange information and ideas concerning the activities of their respective Offices. The 1987 Conference was attended by the Ombudsmen from nine provinces of Canada, the Canada Information, Privacy, Official Languages, and Correctional Commissioners, and approximately forty other participants representing these Offices and other special interests.



Because a new person assuming this Office needs to reflect and hopefully learn a little from its history, I believe it is appropriate to review some of the important recommendations made to the Legislative Assembly by my predecessors.

One of the recommendations of both Dr. Ivany, in his 1982 report, and Brian Sawyer, in his 1984 report, dealt with the cost and time necessary to prepare the Annual Report. Mr. Sawyer was successful in partially solving the problem by instituting a computerized system of recording complaints, and I am attempting to build upon that by some refinement of the data management system so that subsequent reports might be more readily derived. However, the concerns raised by Dr. Ivany in 1982 about the cost and time to prepare the report, given its limited reading audience, remain. I have, therefore, in this report, deviated very substantially from tradition in the Office (and indeed in many Ombudsman Offices) by producing a report that explains the history, mandate and function of the Office, so that the report might be used as an educational resource with little change or amendment from year to year. A detailed list describing all jurisdictional complaints received within 1987 is included as a subsequent volume. The most dramatic change is that lengthy case summaries are no longer included in the report, but instead hypothetical examples derived from groups of cases are included in order to demonstrate the operation of the Office. I do

not wish to be critical of the traditional methods of Ombudsman reporting. However, I have long been concerned that the use of unique cases, highlighted in the Annual Report by summary, could and have led to recognition and identification of a particular complainant and his or her problem. As well, in an attempt to ensure wider readership, the summaries have in the past been presented in a humorous vein. I do not believe any complainant sees much humor in a situation that requires a complaint to the Ombudsman. Hopefully the format of this report will satisfy my concerns and those of my predecessors, and will meet with the approval of the Legislative Assembly.



second key recommendation, which is reflected in the 1982 and 1983 reports of Dr. Ivany and in the 1986 report of Brian Sawyer, is that the jurisdiction of this Office over mental patients be retained, which was also the subject of recommendation by the Task Force created by the Minister of Social Services and Community Health in 1982 to review the Mental Health Act. As well, Brian Sawyer recommended that an independent advocacy system be created to protect the interests of mental patients, whether involuntarily institutionalized or not. I firmly believe that the Office of the Ombudsman should always be available to protect the interests of those who are involuntarily subjected to the services of government, whether it be as a patient in a mental institution or as a serving inmate in a correctional facility. I concur in the recommendation of my predecessors and will continue to urge this recommendation upon the Legislature.

I note after drafting these remarks that Bill 29, the proposed Mental Health Act, was tabled in the Legislature on 13th May, 1988 and does not conform to the recommendation of my predecessors. I will be raising this matter with the Minister and perhaps with the House during the current term of the Legislature.



would like to conclude by briefly setting out my priorities for my term of Office. I believe that continuous, ongoing education is necessary to

ensure that Albertans who need the services of the Office are aware of its existence and function. I have, therefore, embarked upon a vigorous campaign of public speaking to groups who hopefully in turn will inform as great a segment of the public as possible about the Office. In addition, I have committed myself to regular tours of the rural areas of the province and hope to cover the entire province twice during my term of Office. In support of these tours, I have undertaken a more aggressive approach to advertising. As well, to the extent possible, while still maintaining our excellent working relationship with provincial government administration and the strict requirements of confidentiality of the Office, I am attempting to cooperate and liaise effectively with the media.



If matters come to my attention which involve a large number of complaints concerning a particular service of government, or if issues come to my attention that would appear to indicate there is some concern by the general public about a service of government, it is my intention to investigate and to attempt, in cooperation with the administration, to allay the concerns or to assist in finding a way to better serve the public.

The special investigation into the collapse of the Principal Group of Companies has caused me to increase my staff by four. One of the tasks of this investigative team is to examine all regulatory action regarding these companies dating back to 1954. I hope to release my report on this investigation prior to the end of 1988.

As has been identified later in this report, the use of the Office by citizens has shown a dramatic increase over the past two years. My staff and I undertake to the Legislative Assembly that we will do our best to continue to provide the personal and effective service to the citizens of Alberta that has been the hallmark of the Office in the past.

OFFICE OF THE OMBUDSMAN

HISTORY OF THE OMBUDSMAN'S OFFICE



Alberta has the proud distinction of having established, in 1967, the first official Office of the Ombudsman in North America. The tradition, however, extends back as far as the Roman era in 200 B.C., the Islamic Legal System in 634 A.D., and the Chinese dynasties under the reign of the great Kublai Khan in 1260 A.D. The duties of these early Ombudsman-like officials basically involved supervising and controlling the administration to ensure the wishes of the governing body were being carried out. Complaints of citizens were solicited but with the intent of controlling the administration, not with a view to assisting an individual experiencing administrative injustices. This tradition of a legislative body policing its own appointed officials continued up to the 19th century.

The first officially recognized Office of the Ombudsman originated in Sweden in 1809. With its inception, the investigative focus of the Ombudsman gradually began shifting away from scrutiny of maladministration on behalf of the government toward scrutiny of maladministration on behalf of individual citizens. The Ombudsman began investigating incidents of unfair treatment of individuals resulting from government policies and procedures. These cases were reported to the proper authority for corrective action. This practice of monitoring government actions with an emphasis on the aggrieved individual has quickly spread throughout the world.

Popularity of this relatively new phenomenon has grown in direct response to the ever increasing size and complexity of bureaucratic structures. The development of megagovernment structures combined with innovative technology creates problems for not only the users of such systems, but the operation of the system itself. Efficiency becomes the driving priority. Friendly personal service seems to diminish as the size of the system increases. This dehumanizing perception is particularly blatant when a system user is required to interact with a computer.



Efficiency and growth also present problems for the bureaucratic system in terms of vulnerability to administrative errors. The traditional means of self regulation become more difficult. Information to, and response by, the appropriate level may not occur. Thus unaddressed needs exist on the part of the system and the system users. The role of the Ombudsman, in these situations, is critical in bridging unfilled gaps and drawing attention to procedures in need of correction. As Chief Justice Dickson of the Supreme Court of Canada so aptly concluded, "the Ombudsman represents society's response to the problems of potential abuse and of supervision."

In 1965, the Government of Alberta was convinced of the need to establish a tribunal to assist people dissatisfied with the decisions or actions of departments and agencies of the government. In studying the issue, an independent committee, under the chairmanship of Mr. Carleton W. Clement, Q.C., identified a legitimate need to appoint a provincially legislated Commissioner. The Committee recommended this service be provided through the creation of an Office of the Ombudsman. The Legislative Assembly agreed and appointed the first Ombudsman for Alberta in 1967. While Alberta was the forerunner, every other province in Canada, with the exception of Prince Edward Island, has since followed Alberta's lead.

MANDATE OF THE OMBUDSMAN



The Ombudsman of Alberta is empowered by the Legislative Assembly with the authority to investigate complaints against departments, boards and agencies of the provincial government. This broad scope of authority has few limitations. Only the actions of the courts, the Legislature, and government lawyers while they appear in court are exempt from the Ombudsman's jurisdiction. In a recent Supreme Court of Canada decision, Chief Justice Dickson described the Ombudsman's broad

sweeping power as encompassing "everything done by governmental authorities in the implementation of government policy."

R.I.T.E. operator or a Zenith number. All investigations are conducted in a confidential manner as is required by the Ombudsman Act.

FUNCTION OF THE OMBUDSMAN



The primary purpose of the Ombudsman lies in providing impartial investigations on behalf of citizens who feel they have suffered an injustice through the actions of departments, agencies or officials in the Government of Alberta. Presiding over a case clarifying the jurisdiction of the Ombudsman, Alberta Chief Justice J.V.H. Milvain stated that, "the basic purpose of an Ombudsman is provision of a 'watch dog' designed to look into the entire workings of administrative law," and further observed that, "the Ombudsman can bring the lamp of scrutiny to otherwise dark places, even over the resistance of those who would draw the blinds."

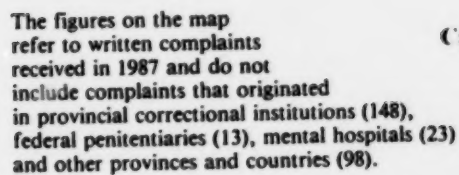
On a daily basis, thousands of government employees make decisions affecting the lives of Albertans. The majority of these decisions are just and reasonable, but as long as public servants are human, mistakes will occur. It is the duty and function of the Ombudsman to identify, address and recommend those mistakes be rectified.

The ability of the Ombudsman to focus, without delay, on administrative processes not functioning as intended, is invaluable. The Office of the Ombudsman is independent of government bureaucracy, but at the same time the Ombudsman retains the authority to have complete access to all government information. Such a position is unique to the Ombudsman, but equally vital in conducting an impartial investigation based on all the facts.

Investigating complaints of bureaucratic wrongdoings is provided at no cost to the individual requesting service. The Ombudsman maintains two offices located in Calgary and Edmonton. People living elsewhere in the province can easily access the Office, toll-free, through a



high priority is placed on being accessible to the people of Alberta. To fulfill this commitment, the Ombudsman, accompanied by his investigators, undertakes regular visits into rural areas. The purpose of the trips is to increase the awareness of the Ombudsman's Office and offer the Ombudsman's services locally. All investigative staff constantly travel throughout the province, as required, in dealing with their investigations and meeting with complainants.



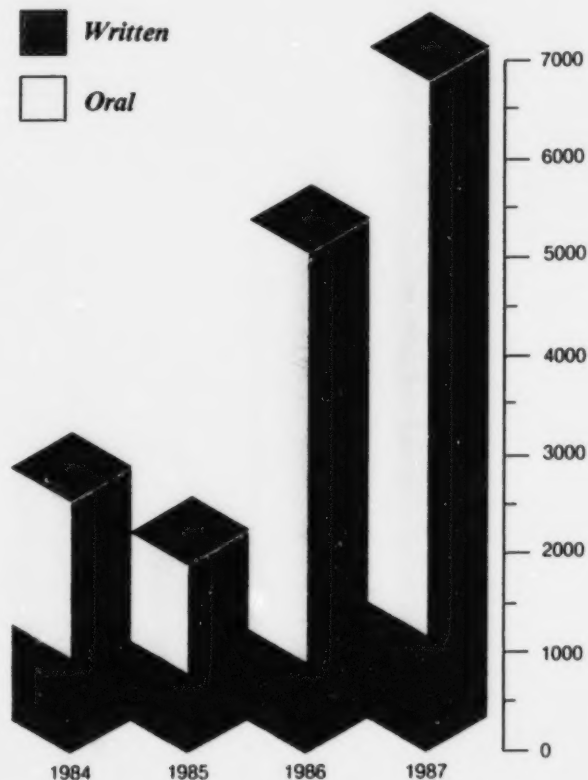
OPERATIONAL STATISTICS

TYPES OF COMPLAINTS

<i>Year</i>	<i>Written</i>	<i>Oral</i>	<i>Total</i>
1984	986	1600	2586
1985	817	1104	1921
1986	915	4171	5086
1987	1219	5585	6804

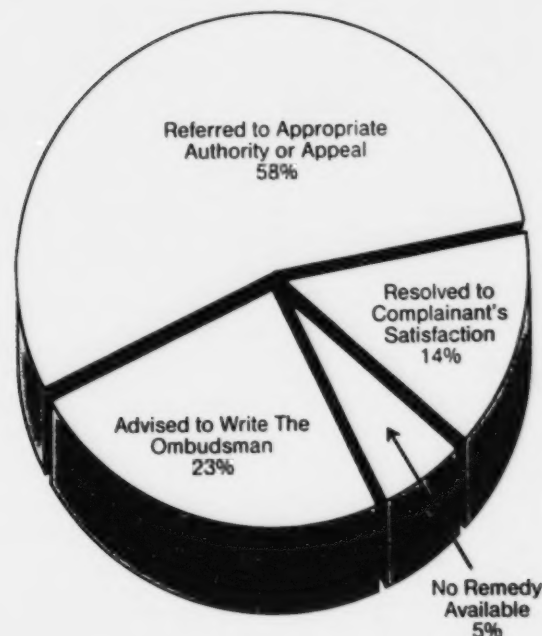
It is obvious from the escalating number of both written and oral complaints that the seeking of precise information, in a manner that is easily understood by the complainant, is the primary underlying factor in a high percentage of the complaints registered with the Office of the Ombudsman.

The total number of complaints received in 1987 continues to reflect an upward trend. Increases from 1986 to 1987 indicate a growth of 34% in the total number of complaints. Figures over the two year period, 1985 to 1987, substantiate a significant rise of 254% or a 127% average yearly increase in the number of complaints.



Handling of Oral Complaints

Referred to Appropriate Authority or Appeal	58%
Resolved to Complainant's Satisfaction	14%
No Remedy Available	5%
Advised to Write the Ombudsman	23%



Although investigating complaints is the primary purpose of the Office, functioning as an information resource and referral service is also an integral and significant part of the daily operation. The sheer growth and complexity of the government, with a wide profusion of boards and agencies, creates problems for people in not knowing who or what department to contact with a specific problem. People complain of spending endless time shuffling from department to department or from one telephone number to another with the only measurable outcome being delay and frustration. The Office of the

Ombudsman serves as a liaison in these instances, by conveying correct information or referring people to the appropriate person, department, or other complaint mechanism.



Approximately three out of every four incoming calls are requests for information or assistance with matters outside the jurisdiction of the Ombudsman. Typical complaints regarding non-jurisdictional matters have to do with actions of the federal government's Unemployment Insurance program, the courts, private legal practitioners, civic administrators, police or private citizens. In these cases, the Office attempts to direct the caller to the proper institution to deal with the problem. No caller is simply dismissed.

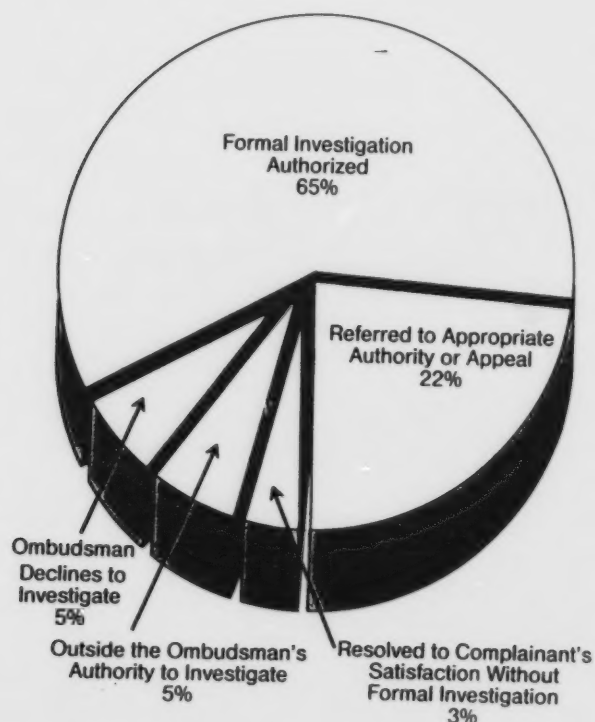
The remaining one out of every four oral enquiries relate to matters within the Ombudsman's jurisdiction. Callers who have exhausted available avenues of appeal are encouraged to write to the Ombudsman. Complainants who have not exercised their appeal rights are given the relevant information to enable them to do so. For example, the Workers' Compensation Board offers two appeal processes for grievances. Similarly, complaints against Social Services can be submitted to the Citizens' Appeal Panel. It must be remembered that in addressing allegations of bureaucratic wrongdoing, the Office of the Ombudsman is established to function as a complaint mechanism of last resort. The specific methods of appeal provided by statute, regulation, or policy are able to provide immediate resolution of the problem. As well, of course, it is best to encourage the agency involved to maintain an effective system to solve its own problems.

Handling of Written Complaints

Referred to Appropriate Authority or Appeal	22%
Resolved to Complainant's Satisfaction Without Formal Investigation	3%
Outside the Ombudsman's Authority to Investigate	5%
Ombudsman Declines to Investigate	5%
Formal Investigation Authorized	65%

1219 written complaints were received in 1987, representing an increase of 33% over 1986. Of this number, 22% are complaints arising from the collapse of the Principal Group of Companies, with the remaining 11% being comprised of various complaints against other government departments.

In 1987, five out of every six written complaints were within the jurisdiction of the Office to investigate, a significant increase of 13%. This means that 85% of people complaining by letter lodged complaints against actions of government departments and agencies which can be investigated by the Ombudsman.



ACTION TAKEN ON JURISDICTIONAL FILES CLOSED IN 1987

Files Carried Over From Previous Years	132
Files Opened in 1987	927
Investigated	389
Subsequently Discontinued	68
Complaint Supported	54
Complaint Not Supported	267
Not Investigated	348
Resolved Informally	27
No Authority to Investigate	45
Other Remedy or Appeal Available	224
Declined on Discretionary Grounds	52
Files Closed in 1987	737
Files Carried Over to 1988	422*

**Of these, 198 are complaints arising from the collapse of the Principal Group of Companies.*



While most of these terms are self explanatory, it is important to understand the meaning of two of these terms.

Complaint Not Supported. This means that no administrative or procedural error on the part of the department or agency has been found. The fact that the department or agency acted appropriately, and why, is explained in each case to the complainant. Very often, such detailed attention and explanation satisfies the complainant and is a very important function of the Office.

Other Remedy or Appeal Available. This means that there exists a specific appeal of the decision or action complained of which could grant immediate relief to the complainant. In each such case, the nature of the appeal was explained to the complainant, in writing, at the time the investigation was declined. The complainant was also advised that if he or she remained dissatisfied

as a result of the appeal, the Office would then investigate.

In a review of the statistics for 1987 as compared to 1986, the number of jurisdictional files opened increased by 40%. This figure includes those complaints arising from the collapse of the Principal Group of Companies. The increase, excluding the Principal complaints, was 13%.

A similar growth of 8% occurred in the number of files closed in 1987, representing an additional 58 concluded files.

Unsupported complaints (the complaints for which no government administrative error is found) greatly outnumber the supported complaints (the complaints in which a government administrative error did occur). Media attention does not focus on unsupported complaints as frequently as on the supported complaints. The result is the formation of an inaccurate picture of the extent of government maladministration in the minds of many.



Compared to 1986, the number of unsupported complaints against government departments rose 20%. At the same time, the number of supported complaints against government departments dropped 11%. This appears to indicate that administration, in Alberta, is providing fair treatment. However, the rise in the number of complaints may mean that communication with citizens requires additional attention.

DEPARTMENTAL STATISTICS

Investigated

DEPARTMENT	FILES CARRIED FORWARD	FILES OPENED 1987	INVESTIGATED TOTAL	SUBSEQUENTLY DISCONTINUED	NOT SUPPORTED COMPLAINT	COMPLAINT SUPPORTED
ADVANCED EDUCATION	2	6	3	0	0	3
AGRICULTURE	3	15	10	3	1	6
ATTORNEY GENERAL	9	75	33	10	2	21
CAREER DEVELOPMENT & EMPLOYMENT	4	5	6	1	2	3
COMMUNITY & OCCUPATIONAL HEALTH	1	8	2	1	0	1
Workers' Compensation Board	12	161	48	9	3	36
CONSUMER & CORPORATE AFFAIRS	1	10	3	1	0	2
CULTURE & MULTICULTURALISM	0	1	0	0	0	0
ECONOMIC DEVELOPMENT & TRADE	3	3	4	0	1	3
EDUCATION	2	2	3	1	0	2
ENERGY	1	1	2	1	0	1
ENVIRONMENT	4	12	8	1	0	7
EXECUTIVE COUNCIL OF ALBERTA	0	1	0	0	0	0
FORESTRY, LANDS & WILDLIFE	1	18	6	0	1	5
HOSPITALS & MEDICAL CARE	9	46	14	1	2	11
LABOUR	6	16	10	1	1	8
MUNICIPAL AFFAIRS	6	32	13	1	2	10
OFFICERS OF THE LEGISLATIVE ASSEMBLY	0	2	1	0	0	1
PERSONNEL ADMINISTRATION	0	2	2	0	0	2
PUBLIC AFFAIRS BUREAU	0	1	0	0	0	0
PUBLIC SAFETY SERVICES	0	1	0	0	0	0
PUBLIC WORKS, SUPPLY & SERVICES	2	4	5	0	1	4
RECREATION & PARKS	1	5	3	2	1	0
SOCIAL SERVICES	26	163	83	18	14	51
SOLICITOR GENERAL	5	29	19	1	4	14
Correctional Services	15	166	77	9	12	56
TECHNOLOGY RESEARCH & TELECOMMUNICATIONS	4	14	8	3	1	4
TRANSPORTATION & UTILITIES	9	13	15	2	4	9
TREASURY	6	215	11	2	2	7
TOTAL	132	1027	389	68	54	267

DEPARTMENTAL STATISTICS

TOTAL NOT
INVESTIGATED
RESOLVED
INFORMALLY
NO AUTHORITY
TO INVESTIGATE
OTHER REMEDY OR
APPEAL AVAILABLE
DECLINED ON
DISCRETIONARY GROUNDS
CLOSED IN 1987
CARRIED FORWARD
TO 1988

Not Investigated

							DEPARTMENT
4	0	1	2	1	7	1	ADVANCED EDUCATION
6	2	2	1	1	16	2	AGRICULTURE
17	3	5	7	2	50	34	ATTORNEY GENERAL
1	1	0	0	0	7	2	CAREER DEVELOPMENT & EMPLOYMENT
4	0	1	2	1	6	3	COMMUNITY & OCCUPATIONAL HEALTH
86	2	1	76	7	134	39	Workers' Compensation Board
4	0	2	2	0	7	4	CONSUMER & CORPORATE AFFAIRS
1	0	0	1	0	1	0	CULTURE & MULTICULTURALISM
0	0	0	0	0	4	2	ECONOMIC DEVELOPMENT & TRADE
0	0	0	0	0	3	1	EDUCATION
0	0	0	0	0	2	0	ENERGY
5	0	2	2	1	13	3	ENVIRONMENT
0	0	0	0	0	0	1	EXECUTIVE COUNCIL OF ALBERTA
4	0	1	3	0	10	9	FORESTRY, LANDS & WILDLIFE
31	3	5	15	8	45	10	HOSPITALS & MEDICAL CARE
6	0	3	0	3	16	6	LABOUR
13	1	3	4	5	26	12	MUNICIPAL AFFAIRS
1	1	0	0	0	2	0	OFFICERS OF THE LEGISLATIVE ASSEMBLY
0	0	0	0	0	2	0	PERSONNEL ADMINISTRATION
0	0	0	0	0	0	1	PUBLIC AFFAIRS BUREAU
0	0	0	0	0	0	1	PUBLIC SAFETY SERVICES
1	0	1	0	0	6	0	PUBLIC WORKS, SUPPLY & SERVICES
1	0	1	0	0	4	2	RECREATION & PARKS
56	7	8	37	4	139	50	SOCIAL SERVICES
10	0	4	3	3	29	5	SOLICITOR GENERAL
78	5	2	57	14	155	26	Correctional Services
6	1	0	5	0	14	4	TECHNOLOGY RESEARCH & TELECOMMUNICATIONS
6	0	1	4	1	21	1	TRANSPORTATION & UTILITIES
7	1	2	3	1	18	203*	TREASURY
348	27	45	224	52	737	422	TOTAL

*Includes complaints relating to the collapse of the Principal Group of Companies.

LENGTH OF TIME TO RESOLVE COMPLAINTS

An important and frequently asked question is, "how long does it take to complete an investigation?" Many factors can impact in hastening or impeding the completion time of an investigation. The time factor, while important, is secondary to ensuring that a thorough and impartial examination of all pertinent factors occurs. In 1987, the majority of formal investigations were completed in less than three months, which is a goal of the Office. Naturally, an intensive investigation of a general policy or procedure of government will require a more lengthy and intensive review.

IMPACT OF THE OMBUDSMAN'S INVOLVEMENT ON POLICY OR PROCEDURE

The main purpose of the Ombudsman's Office is to resolve individual complaints of maladministration by government. Occasionally, in the process of rendering assistance, the government department or agency involved may conclude that a systemic change will alleviate similar problems or misunderstandings in the future and undertake corrective action. In a number of cases, departmental policies or procedures have been revised as a result of an investigation or at the Ombudsman's suggestion. The Ombudsman's involvement has served as the catalyst for change. These changes can occur as a result of a formal or informal investigation. It is important to note that not all changes in policy or procedure occur as a result of identifying an administrative error. Rather, in some instances, the investigative process may reveal a more efficient or effective method of dealing with an issue. The department frequently agrees and takes the initiative to change the administrative procedure. The following is a listing of policy changes which occurred in 1987 as a result of the Office's involvement.

1. The Correctional Services Division of the Solicitor General's Department is currently reviewing its present policies to permit reasonable

access by offenders to information contained in their probation case files. Previous policy denied offenders access to any of the information contained in their offender file.

2. Policies regarding issues of double jeopardy in cases of inmate assault have been revised by the Solicitor General. The amended procedure will require asking the inmate victim if he or she wishes to lay a criminal assault charge prior to the director deciding on a course of action against the accused inmate. Until this two step procedure was adopted, situations could occur in which an inmate accused of assaulting another inmate could face both internal discipline by the correctional institute and external consequences through the legal system.

3. The Department of Social Services took steps to reduce the potential for overpayments occurring in cases in which a widow's pension is based upon income forecasts or estimates for the current fiscal year. In some cases, a widow's pension is based on an income projection. Serious errors in the projected amount of income can result in overpayments. The existence of an overpayment is not determined until Social Services receives verification of the actual amount at year end. To reduce the potential hardship such a situation creates, the standard notification of eligibility letter has been expanded to (a) request confirmation of actual income early in the new calendar year, and (b) to identify the implications and client responsibility in using an income forecast.

4. Administrative record-keeping procedures governing applications for "Temporary Absences" by inmates at the Edmonton Youth Development Centre were amended to require that all applications be retained on file. Inmate applications for Temporary Absences are either approved or rejected by the Deputy Director of Operations within the correctional institute. The old policy had been to keep on file only the approved applications and discard the rejected applications.

5. The Solicitor General arranged to have copies of the "Exchange of Services Agreement" placed in all correctional centre libraries. The Exchange of Services Agreement refers to the federal-provincial arrangements that exist to accommodate federal prisoners serving time in provincial

correctional institutes. Providing copies of the agreement allows federal inmates residing in provincial institutes access to the terms and conditions of their incarceration.

6. Procedural changes occurred in one of the correctional institutes to ensure that inmate belongings are not lost when transferring an inmate from one unit to another within the institute. Staff pack and move the belongings during transfer conditions. Under the new directive, correctional staff will properly record the inmate's possessions, at the time of packing, to avoid loss.

7. Procedures were put in place to provide prompt, orderly payment to vendors to the Department of Social Services. This was in response to one vendor having to wait for over a year to receive full and final payment. The payment did not occur until the Ombudsman became involved. The vendor expressed appreciation to the Ombudsman and reminded the Ombudsman that timely payment of accounts can mean the difference between survival and failure of small businesses.

8. A diary date system was instituted by the Department of Forestry, Lands and Wildlife to provide timely notice to the Surface Rights Board of an assignment of a grazing lease. In cases where surface rights revenue is paid for grazing lands, the utility or resource lessor pays an annual fee to the lessee. The utility or resource lessor obtains the lessee's name from the Surface Rights Board. A delay by Forestry, Lands and Wildlife in notifying the Surface Rights Board of a change in lessee could result in surface rights revenue not being paid to the most current lessee.

9. At the Land Titles Branch of the Attorney General's Department, mail opening procedures have been changed in order to ensure small or short pieces of paper are not inadvertently left in the envelopes of incoming mail. While this may seem unimportant, cases have arisen where important registrations were lost in this manner.

10. The Human Rights Commission incorporated three changes in its procedures: (a) complaints will no longer be dismissed by Commission staff once a Board of Inquiry has been constituted (b) the Board of Inquiry will look at the recommendation of staff for settlement as part of its jurisdiction

and (c) complainants will be advised that they can assume carriage of their complaint before the Board of Inquiry in cases where the proposed settlement by the Commission staff has been rejected by that complainant. In such instances, the complainant will be further advised of the right to engage counsel and call witnesses in presenting the complaint to the Board of Inquiry. Prior to these changes, if staff of the Commission recommended settlement whether before or after a board of Inquiry had been established, the Commission would not pursue the complaint further if the complainant rejected the settlement.



in commenting on the impact of an Ombudsman on policy and procedure, the American commentator, Professor Walter Gellhorn, stated:

"Ombudsmanship works in small ways its wonders to perform. Too exalted expectations are a disservice to the institution. The Ombudsman can be important without always dealing with important matters. An Ombudsman's accomplishments are likely to be interstitial: he cannot create a solid structure of public administration. He can only do a bit of patching and sewing of minor rents in a basically sound fabric."

The above changes show that the Office has an important function in assisting administration to operate fairly.

METHOD OF HANDLING COMPLAINTS

 statistics alone do not reveal the work and worth of the Office. A variety of methods are used by the Office to resolve complaints. In response to individual complaints, the approach taken may be either to attempt informal resolution or to undertake a formal investigation.

INFORMAL RESOLUTION

The **informal resolution** process is a means of gaining an effective remedy promptly. Frequently, if the assistance of the Office is going to be of value, immediate service must be provided by informally responding to either an oral or written request. Providing this type of help may entail placing telephone calls to the correct resource persons, meeting with the complainant to assist in completing documents, researching government policies, or quickly conferring with outside information sources, all with a view to connecting the complainant to the person or body who can solve the problem. Often, an investigator will formally mediate between the complainant and the official involved. Resolving the problem at the level on which it occurs rather than proceeding through slower, more formal channels is an expeditious method of resolving complaints. Not every complaint can be handled in this manner, but for the large number that are, this approach has proved to be extremely gratifying to the people served by the Office.

 hile such resolution is less formal than contemplated by the Ombudsman Act, and is not conducive to presenting favorable statistics to justify the Office's endeavors, it is clear that the prompt resolution of the complainant's problem justifies the informal approach and very often results in satisfaction for the complainant and the investigator. A large part of the work of the investigators attached to the Office is carried out through informal resolution.

The following hypothetical examples are used to illustrate the application of the informal resolution process.

Example Number 1: Problem Resolved

An 87 year old gentleman has lived in the same senior citizens' apartment complex for the past ten years. The building has recently been purchased by new owners. The new owners wish to update the tenant files. Each tenant is requested to fill in a new guest registration card. This appears routine, however the registration card requires the tenants to disclose private and personal histories of themselves. Questions include information pertaining to the tenant's date of birth, social insurance number, Blue Cross and Alberta Health Care Insurance Plan numbers, telephone numbers of family members, and name, address and telephone number of the Executor of their will.

 lthough the purpose of the registration card may have been well intended, disclosure of this data to the wrong person could cause considerable problems for an elderly person involved.

The elderly gentleman telephones the Ombudsman's Office requesting assistance and direction. Informal inquiries are made on behalf of the elderly gentleman. An Ombudsman's investigator contacts the Land and Housing Division of the Alberta Mortgage and Housing Corporation to inform them of the problems the new registration cards are causing tenants living in this particular complex.

The managers are contacted by the Alberta Mortgage and Housing Corporation to discuss the intrusive nature and potential problems created by the new forms. Management did not realize the distress these cards were causing. The management recalls the cards in their present form and re-issues new ones requesting only the information which is normally required. In addition, tenants are informed that completion of the revised cards is optional. Alberta Mortgage and housing notifies the Ombudsman's investigator of the corrective action that has taken place. The investigator in turn notifies the elderly gentleman, who is relieved

to learn that he does not have to disclose information he feels should not be released.

Landlord - tenant problems do not normally fall within the jurisdiction of the Office of the Ombudsman. However, through an informal process of resolution the Ombudsman's Office can assist in rectifying issues of substance.

Example Number 2: Information and Direction Provided



A man works in the automotive service centre of a large department chain. He wants to become an apprentice and eventually a journeyman mechanic. Well over a year elapses before this man is recommended for an apprenticeship program. In the dealings between the Apprenticeship Board and the department chain, this man is only accredited with six months of service of apprenticeship.

Apprentices sign a contract with their employer. Through intimidation, a six month rather than a one and one half year contract was entered into between this man and his employer. This issue is raised many times with a field consultant employed by the Apprenticeship Board. Although assurances are given that action will be taken, no tangible results occur. In frustration, this man quits his job and is advised by the field consultant to finish his apprenticeship with another employer. Not knowing where else to turn, the man complains to the Ombudsman.

The Ombudsman's investigator ascertains that there is a local advisory committee which sits twice a year to review situations such as this complainant experienced. Recommendations can be made to the Director of Apprenticeships to include additional years as service towards the four year requisite of apprenticeship time. In effect, this provides an appeal mechanism for those apprentices who feel they have been unfairly treated by an employer.

Access to information is clearly the key issue in this case. The complainant, in dealing with the Apprenticeship Board for a period of three years,

has never been informed about the existence and function of the advisory committee within the Apprenticeship Board. This case is a typical example of the clearinghouse function provided by the Ombudsman's Office in directing a complainant to the proper resource.

FORMAL RESOLUTION

Formal resolution of complaints involves an investigation which occurs as a result of three different sets of circumstances: (1) the Ombudsman's "own motion" (2) a Ministerial request or (3) a written letter of complaint. An "own motion" investigation refers to instances in which the Ombudsman, on his own initiative, decides to investigate an issue. Frequently issues arising from administrative action affecting a large group of individuals may be investigated in this manner. For example, approximately two hundred complaints have been received relating to the actions of government in regulating the Principal Group of Companies. Rather than investigating each complaint individually, the Ombudsman decided, on his own motion, to conduct an investigation on behalf of all affected persons. From time to time investigations may arise as a result of a Cabinet Minister referring issues he or she deems worthy of inquiry or review. The majority of investigations, however, occur in response to letters of complaint from individuals adversely affected by the administrative actions of the government. If a complainant is unable to compose such a letter, an Ombudsman investigator will assist in doing so.



Once the Ombudsman decides to investigate a complaint formally, a letter is sent informing the appropriate Deputy Minister of the Ombudsman's decision to investigate. Sufficient data outlining the nature of the complaint is provided to the Deputy Minister with a request to provide a detailed response to the allegations noted. Upon receiving a reply, an Ombudsman investigator gathers the additional information necessary to determine the merits of the complaint. Statutory provisions exist compelling relevant information to be furnished to the Ombudsman by any individual in a position to do so, and all relevant documents

to be produced for examination, in order to ensure that each complaint can be thoroughly and accurately investigated.

If, after investigation, the Ombudsman concludes a complaint is justified, the aim is to obtain fair and reasonable treatment for the aggrieved individual. In most instances, government representatives are receptive and responsive in initiating corrective action.

If a complaint is justified and the involved government department is reluctant to rectify the action, the investigator or the Ombudsman, himself, will negotiate toward a resolution. While the Ombudsman does not possess the power to direct an administrator to follow a specific course of action, if negotiation with the department administrator is unsuccessful, the Ombudsman may make recommendations to the appropriate Minister. If no action is forthcoming, the Ombudsman has the power to take the case to the Lieutenant Governor in Council (the Cabinet) and ultimately to the floor of the Legislative Assembly. As well, the Ombudsman may make public any matter if he believes that to be in the public interest, although because of the excellent response received by the Office over the twenty years of its existence, a public response is rarely required.

If, after a thorough investigation, the Ombudsman is unable to support the complaint, a beneficial service is still rendered as a detailed and comprehensive explanation of the circumstances surrounding the government's action is presented to and reviewed with the complainant. In addition, each complainant has the assurance that an independent and impartial investigation has taken place.

The following hypothetical cases have been chosen to illustrate the manner in which formal investigations are typically concluded:

Example Number 1: Complaint Supported

An assembly line worker injures his wrist in the course of his employment. The injury is the result of heavy lifting on the job over a number of years. The worker receives Workers' Compensation

benefits for over a year before the doctor certifies him capable of returning to work. To reduce stress on his wrist and not aggravate the medical problem, the job is modified to reduce heavy lifting.

In spite of the precautionary steps, the worker re-injures his wrist. He notifies Workers' Compensation and has his doctor file a report on the nature and extent of the injury. Three months pass and the worker's claim has not been adjudicated.

Six months later, and after a number of further reports, the worker is informed that his claim is being denied. He is advised that he may appeal the decision or register a "new" claim. The worker submits a letter to the Ombudsman in which he complains of the length of time the Workers' Compensation Board took to arrive at a decision on the claim. The Ombudsman initiates a formal investigation.

In the course of the investigation, the Ombudsman determines that:

- Additional information was obtained from the Workers' Compensation Board, the injured worker, the medical doctor, medical specialists and the employer, all of which is normal procedure.

- At the time of the re-injury, the Workers' Compensation Board re-opened the original or "old" claim and proceeded from that point. The decision to either re-open the old claim file or create a new claim is made by a special "adjudicator" employed by the Workers' Compensation Board.

- The file status does not fall within the injured worker's power to control, however at the time the worker's claim was denied, he was advised he could file a new claim.

- The problem might have been avoided if the Workers' Compensation Board had opened a new claim at the time the re-injury occurred instead of presenting this route of action as an option at the time of refusal.

- In establishing a new claim, the adjudicator always has the benefit of the old claim to refer back to and ample documentation usually exists on the old claim to assist the adjudicator in determining whether or not to begin a new claim.

■ The worker should not be adversely affected by a decision on the status of the claim that is beyond his control.

■ The processing of the initial application should not take approximately six months to complete.

In a case such as this, a delay of almost six months on the part of the Workers' Compensation Board in processing a claim in the first instance is deemed unreasonable by the Ombudsman. In addition, the worker should not be unduly penalized for the decision, made by a Workers' Compensation Board employee, on the status of the claim - an old claim rather than a new claim.



When the complainant is supported, the Chairman of the Workers' Compensation Board is notified of the results of the investigation, and steps are taken to resolve the worker's problem with the Workers' Compensation Board as quickly as possible. A new claim is filed. Once the new claim is processed, the worker's re-injury is judged to be compensable and retroactive disability compensation is forthcoming.

Example Number 2: Complaint Not Supported

The complainant is a 50 year old woman who has been a social assistance recipient for the past ten years. Her children are grown and she wishes to pursue some form of training in order to secure a job. To obtain training, she must submit an application to the Employment Opportunities Program. The Department of Social Services has established the Employment Opportunities Program for the purpose of evaluating the training potential and determining the appropriate course of action necessary to re-train social assistance recipients. This may include upgrading of formal education through night courses or pursuing full time attendance at a training school.

To be successful, this woman must obtain the support of the Employment Opportunities worker, the Employment Opportunities Committee, her social worker, and the social worker's supervisor. The Employment Opportunities worker and Committee support the application; the social

worker and her supervisor do not. Therefore, the application for job training is turned down. The recipient appeals to the Employment Opportunities worker to convince the social worker of the merit of her case. The Employment Opportunities worker refers the matter back to the Employment Opportunities Committee who now deny the application. The disappointed recipient submits an appeal to the Citizens' Appeal Panel in an effort to have the decision overturned. The Citizens' Appeal Panel has been formed to hear complaints of unfair decisions on any matter respecting a social allowance or handicapped benefit. The Panel members are appointed by the Minister of Social Services and are private citizens, not civil servants. The Citizens' Appeal Panel upholds the decision of the social worker, denying support for re-training. Determined to succeed, this woman, as a last resort, complains to the Ombudsman. The Ombudsman accepts her complaint for formal investigation and assigns one of his investigators to the case.



An Ombudsman investigator examines the total process, looking at the complaint from both the perspective of the complainant and of the Department of Social Services. The complainant, the social worker, the social worker's supervisor, the Employment Opportunities worker, and a member of the Employment Opportunities Committee are interviewed. From the view of the social worker and her supervisor the issues are:

■ The recipient is middle aged with questionable health.

■ The Employment Opportunities Program has already provided funds over the past four years for this woman to complete her high school education through night courses.

■ Prior to becoming a social assistance recipient, this woman had acquired a vocation in which she had been working and there is no reason why she should not return to this field of employment.

■ The social worker is not convinced this recipient is committed to seeking full-time employment after further training; rather she believes part-time employment is the ultimate goal. If so, social assistance may still be required as supplemental income.

■ Refusal to fund this recipient through Employment Opportunities does not curtail her chances of obtaining re-training, as alternate funding is available through assuming a loan from the Students Finance Board.

■ Students Finance Board assistance could provide a higher level of financial assistance than that provided through the Employment Opportunities Program.

■ The actual borrowing of money from Students Finance would indicate whether or not this woman is really committed to securing full time employment.



from the perspective of the Employment Opportunities worker, the issues are:

■ The physical requirements of the recipient's previous trade are too demanding for the state of her health.

■ She is reluctant to encourage this woman to assume a student loan as she is concerned about the size of the debt for a person in her fifties to repay, as well as the ability to repay the debt given the modest salary re-training will provide.

■ This person needs additional preparation prior to entering the work market.

Further inquiry by the Ombudsman's investigator reveals that:

■ There are few jobs available in this recipient's prior area of training, particularly given her ten year absence from the field.

■ To re-enter her previous field, she would have to work at very heavy, menial forms of work to ease her way back into her field of training.

■ The wages are very low in the field for which the recipient has prior training.

■ The repayment of a Students Finance loan would not cause undue financial burden.

■ The recipient's commitment to full-time rather than part-time employment is questionable.

Having examined these facts, the Ombudsman is of the opinion that the recipient should have been accepted for re-training by Employment Opportunities. The Department of Social Services arrived at a different conclusion than the Ombudsman. Nevertheless, the evidence satisfies the Ombudsman that the department has considered all of the relevant factors. The decision not to support this woman is a matter of judgment. Likely there are less deserving people who have been approved and more deserving people denied. Valid arguments exist on both sides. However, where public servants exercise good judgment, make informed decisions, show a conscientious effort to be fair and reasonable, and do not ignore relevant factors, in most cases the Ombudsman must accept their judgment and should not intervene. This complaint would not be supported by the Ombudsman.

Example Number 3
Complaint Supported
Policy Change Occurred



Having completed a term of probation, a former probationer wants access to the information on his probation file. The Solicitor General, Correctional Services Division, refuses the request. The former probationer submits a letter of complaint to the Ombudsman. The nature of the complaint falls within the jurisdiction of the Ombudsman and he initiates a formal investigation. Initial contact with the Solicitor General's Department results in the same response the complainant had received — permission denied.

The issues from the perspective of the department are:

■ Confidentiality may be violated.

■ A government substructure would have to be developed to accommodate access to the information.

■ Cost in terms of time and staff would become necessary.

The Ombudsman's investigation reveals:

- The Alberta Corrections Act is silent on the matter of access to offender files. Therefore, the decision as to whether or not to grant access has been delegated to the Solicitor General's Department to exercise as a matter of policy.
- The Access to Information Act and the Privacy Act, both federal statutes, have granted to inmates subject to federal corrections new rights of access to information.
- Correctional Services of Canada has re-evaluated its information practices with respect to its correctional programs, and in May of 1987 issued a formal guideline with respect to the new federal provisions. That guideline states in part, "it goes without saying that the proper sharing of information (to inmates) is indispensable to achieving the goals of case management. Genuine, effective program planning cannot take place if the offenders do not know exactly where they stand, what is expected of them, and what their real chances of transfer or early release are if they fulfill those expectations. This requires full and open discussion of offenders' situations with them."
- The policies developed in Ontario and the four western provinces are reviewed because those policies do not seem to be dependent on whether or not freedom of information legislation or legislation such as the Privacy Act are in place.
- No evidence exists to suggest public interest risks have been linked to the practice of granting qualified access to offenders' records.
- In Alberta, federal parolees under the federal legislation have access to their files, yet provincial probationers under provincial jurisdiction are denied that same access even though in rural areas they may be dealing with the same probation officer.



his research leads the Ombudsman to recommend to the Solicitor General that reasonable access be granted. The Solicitor General agrees and takes the initiative in developing policies and practices which will allow for reasonable access to offender file information.

EXCERPTS FROM THE OMBUDSMAN ACT

he excerpts that follow describe the functions and duties of the Ombudsman, the types of complaints he will investigate and those he will not, and the essence of the procedure that takes place once the Ombudsman has accepted a complaint for investigation.

Functions
and duties

11(1) It is the function and duty of the Ombudsman to investigate any decision or recommendation made, including any recommendation made to a Minister, or any act done or omitted, relating to a matter of administration and affecting any person or body of persons in his or its personal capacity, in or by any department or agency, or by any officer, employee or member thereof in the exercise of any power or function conferred on him by any enactment.

(2) The Ombudsman may make an investigation either on a complaint made to him by any person or of his own motion, and he may commence an investigation notwithstanding that the complaint may not on its face be against a decision, recommendation, act or omission as mentioned in subsection (1).

(3) The powers and duties conferred on the Ombudsman by this Act may be exercised and performed notwithstanding any provision in any Act to the effect

(a) that any decision, recommendation, act or omission mentioned in subsection (1) is final.

(b) that no appeal lies in respect thereof, or

(c) that no proceeding or decision of the person or organization whose decision, recommendation, act or omission it is shall be challenged, reviewed, quashed or called in question.

Jurisdiction
restricted

12(1) Nothing in this Act authorizes the Ombudsman to investigate

(a) any decision, recommendation, act or omission in respect of which there is under any Act a right of appeal or objection or a right to apply for a review on the merits of the case to any court or to any tribunal constituted by or under any Act until after that right of appeal or objection or application has been exercised in the particular case or until after the time prescribed for the exercise of that right has expired, or

(b) any decision, recommendation, act or omission of any person acting as a solicitor for the Crown or acting as counsel for the Crown in relation to any proceedings.

(2) If any question arises as to whether the Ombudsman has jurisdiction to investigate any case or class of cases under this Act, he may, if he thinks fit, apply to the Court of Queen's Bench for a declaratory order determining the question.

Refusal to
investigate

14(1) If in the course of the investigation of any complaint it appears to the Ombudsman

(a) that under the law or existing administrative practice there is an adequate remedy, other than the right to petition the Legislature, for the complainant, whether or not he has availed himself of it, or

(b) that, having regard to all the circumstances of the case, any further investigation is unnecessary,

he may in his discretion refuse to investigate the matter further.

(2) The Ombudsman may, in his discretion, refuse to investigate or cease to investigate any complaint

(a) if it relates to any decision, recommendation, act or omission of which the complainant has had knowledge for more than 12 months before the complaint is received by the Ombudsman, or

(b) if in his opinion,

(i) the subject matter of the complaint is trivial,

(ii) the complaint is frivolous or vexatious or is not made in good faith, or

(iii) the complainant has not a sufficient personal interest in the subject matter of the complaint.

Conduct at investigation

16(1) Every investigation by the Ombudsman under this Act shall be conducted in private.

(2) The Ombudsman may hear or obtain information from any persons he thinks fit and he may make inquiries he thinks fit.

Evidence at investigation

17(1) Subject to this section and section 18, the Ombudsman may require any person who, in his opinion, is able to give any information relating to any matter being investigated by him

(a) to furnish the information to him, and

(b) to produce any document, paper or thing that in his opinion relates to the matter being investigated and that may be in the possession or under the control of that person,

whether or not that person is an officer, employee or member of a department or agency and whether or not the document, paper or thing is in the custody or under the control of a department or agency.

Procedure after investigation

20(1) This section applies when, after making an investigation under this Act, the Ombudsman is of the opinion that the decision, recommendation, act or omission that was the subject matter of the investigation

(a) appears to have been contrary to law,

(b) was unreasonable, unjust, oppressive or improperly discriminatory or was in accordance with a rule of law, a provision of any Act or a practice that is or may be unreasonable, unjust, oppressive or improperly discriminatory,

(c) was based wholly or partly on a mistake of law or fact, or

(d) was wrong.

(2) This section also applies when the Ombudsman is of the opinion

(a) that in the making of the decision or recommendation, or in the doing or omission of the act, a discretionary power has been exercised

(i) for an improper purpose,

(ii) on irrelevant grounds, or

(iii) on the taking into account of irrelevant considerations,

or

(b) that, in the case of a decision made in the exercise of a discretionary power, reasons should have been given for the decision.

(3) If, when this section applies, the Ombudsman is of the opinion

(a) that the matter should be referred to the appropriate authority for further consideration,

(b) that the omission should be rectified,

(c) that the decision should be cancelled or varied,

(d) that any practice on which the decision, recommendation, act or omission was based should be altered,

(e) that any law on which the decision, recommendation, act or omission was based should be reconsidered,

(f) that reasons should have been given for the decision, or

(g) that any other steps should be taken,

the Ombudsman shall report his opinion and his reasons for it to the appropriate Minister and to the department or agency concerned, and may make any recommendations he thinks fit and in that case he may request the department or agency to notify him within a specified time of the steps, if any, that it proposes to take to give effect to his recommendations.

(4) If within a reasonable time after the report is made no action is taken which seems to the Ombudsman to be adequate and appropriate, the Ombudsman, in his discretion after considering the comments, if any, made by or on behalf of the department or agency affected, may send a copy of the report and recommendations to the Lieutenant Governor in Council and may thereafter make any report to the Legislature on the matter that he thinks fit.

(5) The Ombudsman shall attach to every report sent or made under subsection (4) a copy of any comments made by or on behalf of the department or agency concerned.

21(1) If the Ombudsman makes a recommendation under section 20(3) and no action that seems to the Ombudsman to be adequate and appropriate is taken on the recommendation within a reasonable time, the Ombudsman shall inform the complainant of his recommendation and make whatever comments on the matter he thinks fit.

(2) The Ombudsman shall in any case inform the complainant, in the manner and at the time he thinks proper, of the result of the investigation.

27(1) The Ombudsman shall in each year make a report to the Legislature on the exercise of his functions under this Act.

(2) The Ombudsman may, from time to time, in the public interest or in the interests of any person or department or agency publish reports relating

(a) generally to the exercise of his functions under this Act, or

- (b) to any particular case investigated by him,

whether or not the matters to be dealt with in any such report have been the subject of a report to the Legislature.

(3) The Ombudsman shall not, in a report made under this section, express any opinion or make any comment that is adverse to

- (a) any department or any officer or employee of a department,
- (b) any agency or any member or employee of an agency, or
- (c) any other person or group of persons,

unless prior to making the report to the Legislature or publishing the report pursuant to subsection (2), as the case may be, the Ombudsman has given that department, agency, officer, member, employee, person or group of persons an opportunity to know the nature of the opinion or comment and to make representations to him in respect of it either personally or by counsel.

Offences and
penalties

30 Any person who,

- (a) without lawful justification or excuse, wilfully obstructs, hinders or resists the Ombudsman or any other person in the exercise of his powers under this Act,
- (b) without lawful justification or excuse, refuses or wilfully fails to comply with any lawful requirement of the Ombudsman or any other person under this Act, or
- (c) wilfully makes a false statement to or misleads or attempts to mislead the Ombudsman or any other person in the exercise of his powers under this Act,

is guilty of an offence and is liable to a fine of not more than \$1000 and in default of payment to imprisonment for a term not exceeding 3 months.

Volume

2

OFFICE OF THE OMBUDSMAN



Province of Alberta

VOLUME II

21ST ANNUAL REPORT to the Legislative Assembly
For the Period January 1, 1987 to December 31, 1987

PREFACE



Volume II of the Office of the Ombudsman 1987 Annual Report contains a detailed listing of all jurisdictional complaints received during the year. Noted, by Government Department, is the nature of each complaint along with the corresponding disposition. In cases where no complaints were lodged against a Department, that particular department is not listed.

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ADVANCED EDUCATION

COMPLAINT

Denied an amendment to the date on the student loan certificate.

Denied any further student loans.

Denied remission on Canada Student Loans.

Mother of adult daughter required to submit financial information.

Inadequate student loan financing.

Inadequate student loans for out of province studies.

STATUS AT YEAR-END

Investigation declined

No administrative error

No remedy available

Referred to appropriate authority/appeal

No authority to investigate

Referred to appropriate authority/appeal

Under investigation

Number of files for department: 6

COMPLAINT

Refused compensation for loss of heifer killed by a bear.

Part-time employee unfairly terminated.

Poor investigation conducted into complaint of improper artificial insemination of an animal.

Improper response from Farmer's Advocate.

Harassment by Provincial Dairy Inspector.

Not reimbursed expense money for a trip sponsored by the Alberta Agricultural Marketing Program.

Exorbitant over-quota levies on milk shipments.

Reduction in milk quota causing severe financial problems.

STATUS AT YEAR-END

Discontinued by Ombudsman
On receipt of additional information

Discontinued by Ombudsman
On receipt of additional information

No administrative error
No remedy available

No authority to investigate

Resolved informally

Referred to appropriate authority/appeal

Under investigation

Under investigation

Number of files for department: 8

HAIL AND CROP INSURANCE CORPORATION

Inadequate compensation for beehive losses and breach of confidentiality.

Livestock Feed Security Program does not cover hail damage.

Corporation denying all liability for 1986 rapeseed crop.

Livestock Feed Security program did not cover hail damage, as promised.

Discontinued by Ombudsman
On receipt of additional information
No remedy available

No administrative error
No remedy available

No administrative error
No remedy available

No administrative error
No remedy available

Number of files for department: 4

COMPLAINT**STATUS AT YEAR-END****AGRICULTURAL DEVELOPMENT CORPORATION**

Corporation refuses to divulge name of successful bidder on a farm lease.

Resolved informally

The Agricultural Development Corporation has taken foreclosure action and seized some of the property involved.

No authority to investigate

Unfair rejection of application for Beginning Farmer loan.

No administrative error
No remedy available

Number of files for department: 3

COMPLAINT**STATUS AT YEAR-END**

No reply from Crown Prosecutor concerning personal belongings.

Referred to appropriate authority/appeal

Claims the Sheriff was negligent in attempting seizure.

Under investigation

Lack of action by Maintenance Enforcement Program in enforcing order.

Discontinued by Ombudsman
On receipt of additional information

Denied a gaming licence.

Discontinued by Ombudsman
On receipt of additional information

Purchase at Sheriff's Auction was short some pieces.

No administrative error
No remedy available

Temporary employment terminated unjustly.

No administrative error
No remedy available

Sale of seized property was not properly conducted.

No administrative error
No remedy available

Documentation used in Small Claims Court for mobile home landlord/tenant dispute.

No administrative error
No remedy available

Filed a motion in the courts disputing a Maintenance Order.

No administrative error
No remedy available

Claims to being harassed by a Maintenance Enforcement Officer.

Referred to appropriate authority/appeal

Group unfairly denied bingo licence.

Discontinued by complainant

Delays in enforcing Writ of Execution resulted in failure to collect monies owing.

No administrative error
No remedy available

Inaccurate report of amicus curiae.

No authority to investigate

Warrant for failing to appear issued while in custody.

Discontinued by Ombudsman
On receipt of additional information

Caveat placed on mineral rights after Registrar erred in transferring those rights.

Under investigation

Government telephone being used improperly for private enterprise.

Resolved informally

Lack of response to written inquiries regarding calculation of maintenance arrears.

Under investigation

Assignment of wages and inadequate information about maintenance enforcement steps.

Discontinued by complainant
No remedy available

Loss of affidavit required to clear lien off title.

Administrative error
Error corrected
In policy or procedure
Assistance provided

COMPLAINT**STATUS AT YEAR-END**

Visitation rights for husbands are not enforced.

No authority to investigate

Husband forced to pay small amounts to maintenance enforcement while wife's ex-husband owes her \$10,000.

No administrative error
No remedy available

Improper use of a Notice of Continuing Attachment.

Resolved informally

Inaction by Maintenance Enforcement Program resulted in legal costs and no maintenance monies.

Under investigation

Court will not return items used as evidence.

Discontinued by Ombudsman
On receipt of additional information

Inadequate responses to enquiry re: death of family member.

No administrative error
No remedy available

Inaccurate information provided by Vehicle Registry.

Under investigation

Attachment of wages without adequate notice.

No administrative error
No remedy available

Inadequate enforcement of maintenance.

No administrative error
No remedy available

Maintenance Enforcement Program unable to provide legal assistance.

No authority to investigate

Denied compensation for transcription of court or other proceedings.

Under investigation

Wages garnisheed by Maintenance Enforcement and calculation of arrears inaccurate.

Discontinued by complainant

Clerk denies existence of documents filed as exhibits.

Investigation declined

Denied compensation for transcription of court or other proceedings.

Under investigation

Denied compensation for transcription of court or other proceedings.

Under investigation

Denied compensation for transcription of court or other proceedings.

Under investigation

Denied compensation for transcription of court or other proceedings.

Under investigation

Justice of the Peace refuses to assist in laying charges.

Discontinued by Ombudsman
On receipt of additional information

Inadequate efforts to enforce maintenance order.

Under investigation

Summons issued on charge already dealt with by courts.

Referred to appropriate authority/appeal

Inadequate efforts by Maintenance Enforcement Program to locate former husband.

Under investigation

COMPLAINT**STATUS AT YEAR-END**

Maintenance Enforcement proceedings instituted without notice.	Under investigation
Denied compensation for transcription of court or other proceedings.	Under investigation
Denied compensation for transcription of court or other proceedings.	Under investigation
Garnishee of wages for maintenance arrears.	Under investigation
Improper administration of mother's affairs by Public Trustee.	Under investigation
Notice of sale of land through tax recovery.	No authority to investigate
Improper administration of financial affairs.	Under investigation
Denied compensation for transcription of court or other proceedings.	Under investigation
Denied compensation for transcription of court or other proceedings.	Under investigation
Denied compensation for transcription of court or other proceedings.	Under investigation
Failure to respond to enquiries which resulted in garnishee.	Under investigation
Inadequate response to enquiries re: maintenance payments.	Referred to appropriate authority/appeal
Garnishee placed on wages, even though partial payments have been made.	Under investigation
Improper treatment of maintenance debtor.	Referred to appropriate authority/appeal
Mailing delays resulted in rejection of garageman's lien.	Under investigation
Request for systemic audit of Court Services division.	Action pending
Improper autopsy report and lack of assistance in resolving problem.	Under investigation
Actions of amicus curiae and other legal entities in divorce proceedings.	Action pending
Denied raffle license.	Under investigation
Clerk failed to file Statement of Defence in time.	Under investigation
Inadequate enforcement of maintenance order.	Action pending

Number of files for department: 61

COMPLAINT**STATUS AT YEAR-END****PUBLIC TRUSTEE**

Denied land from deceased mother's estate.	Referred to appropriate authority/appeal
Delay in receiving property settlement monies.	Referred to appropriate authority/appeal
Improper handling of mother's estate.	Discontinued by Ombudsman
	On receipt of additional information
Refusal to intercede in the handling of a trust account left to son.	No administrative error
Delay in settlement of estate.	Assistance provided
	Resolved informally
	Assistance provided
Lack of information provided regarding size of estate and its administration.	Under investigation
Prevented from collecting stamps and coins due to insecurity of investment.	No administrative error
Alleged mismanagement of son's estate.	Assistance provided
Appointment of solicitors to handle affairs of individuals capable of hiring own counsel.	Under investigation
Improper settlement of mother's estate.	Discontinued by complainant
Mishandling of financial affairs.	
Alleges millions of dollars misplaced by Public Trustee.	Referred to appropriate authority/appeal
Improper administration of brother's estate.	No administrative error
Inadequate matrimonial property settlement.	No remedy available
	No administrative error
	No remedy available
	Investigation declined
	Action pending

Number of files for department: 14

CAREER DEVELOPMENT AND EMPLOYMENT

COMPLAINT**STATUS AT YEAR-END**

Proposed transfer of elderly patient to private nursing home.

Resolved informally

Denied overtime payment promised by supervisor.

Administrative error
Error corrected
In this case
Assistance provided

Denied further financial assistance to continue education.

No administrative error
No remedy available

Denied financial assistance to attend university.

Under investigation

Overpayment of wage subsidy to employer.

Action pending

Number of files for department: 5

COMMUNITY AND OCCUPATIONAL HEALTH

COMPLAINT

Concerns about possible appointment of senior official.

Concerns about possible appointment of senior official.

Improper placement of brain-damaged granddaughter in independent living home.

Prevented from presenting pertinent material to the Public Health Advisory and Appeal Board.

Alleged denial of proper mental health counselling.

Termination of employment as therapist during probationary period.

Number of files for department: 6

STATUS AT YEAR-END

Investigation declined

Referred to appropriate authority/appeal

No administrative error

No remedy available

Under investigation

Referred to appropriate authority/appeal

Under investigation

WORKERS' COMPENSATION BOARD

Termination of compensation.

Unable to determine status of claim.

Denied compensation.

Termination of compensation.

Denied retraining and wage loss supplement.

Alleges a variety of errors by Board.

Unsuccessful in having compensation reinstated.

Assessed compensation premiums during a period of time when no employees were employed.

Refused compensation for 1962 accident.

Registering information for a compensation claim.

Termination of compensation.

Termination of compensation.

Referred to appropriate authority/appeal

Investigation declined

No administrative error

No remedy available

Referred to appropriate authority/appeal

Investigation declined

No administrative error

No remedy available

Discontinued by Ombudsman
Department rectified when notified

Administrative error

Error corrected

In this case

Assistance provided

No administrative error

Assistance provided

Referred to appropriate authority/appeal

No administrative error

No remedy available

Discontinued by Ombudsman
On receipt of additional information

COMPLAINT**STATUS AT YEAR-END**

Denied compensation for 1979 accident.	Discontinued by Ombudsman On receipt of additional information
Denied further compensation for 1984 accident.	Investigation declined
Appeal for reinstatement of compensation denied.	No administrative error No remedy available
Denied compensation.	No administrative error No remedy available
Inadequate disability pension.	Discontinued by Ombudsman On receipt of additional information
Clarification re: Canada Disability and Compensation.	Resolved informally
Board seized a vehicle because of premium dispute.	No administrative error No remedy available
Examined for breast cancer without cause.	Referred to appropriate authority/appeal
Inadequate disability pension.	Under investigation
Compensation denied.	Referred to appropriate authority/appeal
Disability pension is inadequate and figures are inaccurate.	Referred to appropriate authority/appeal
Compensation denied.	No administrative error No remedy available
Wage loss supplement too low, Vocational Rehabilitation not providing proper assistance.	Referred to appropriate authority/appeal
Denied reinstatement of compensation for 1977 accident.	No administrative error No remedy available
Denied compensation for a respiratory condition.	No administrative error No remedy available
Termination of compensation.	Discontinued by Ombudsman On receipt of additional information
Board denies responsibility for back problems.	Referred to appropriate authority/appeal
Experiencing delays in having compensation reinstated.	Discontinued by Ombudsman On receipt of additional information
Termination of compensation.	Referred to appropriate authority/appeal
Compensation due to expire upon discharge from Vocational Rehabilitation Centre.	Referred to appropriate authority/appeal
Appealing decision to terminate compensation.	Referred to appropriate authority/appeal
Inadequate pension for 1983 and 1985 injuries.	Referred to appropriate authority/appeal
Compensation for a 1986 injury suspended.	Referred to appropriate authority/appeal

COMPLAINT	STATUS AT YEAR-END
Compensable injury for which a permanent pension is paid occurred in 1973.	Referred to appropriate authority/appeal
Request to review compensation file denied.	Under investigation
Denied further compensation or financial assistance for medical expenses incurred.	Referred to appropriate authority/appeal
Calculation of pension, compensation and supplement.	No administrative error No remedy available
Termination of compensation.	No administrative error No remedy available
Termination of compensation.	No administrative error No remedy available
Termination of compensation.	No administrative error No remedy available
Delay in reinstating compensation.	Referred to appropriate authority/appeal
Board erred in determining that the medication was improper.	Under investigation
Denied reinstatement of compensation claim.	Referred to appropriate authority/appeal
Inadequate permanent disability pension.	No administrative error No remedy available
Increase in pension resulted in decrease to supplement.	No authority to investigate
Denied reimbursement of legal expenses and school transportation costs.	No administrative error No remedy available
Delay in processing appeal of termination of compensation.	Referred to appropriate authority/appeal
Termination of compensation.	Referred to appropriate authority/appeal
Denied information as to medical costs covered by Board.	Referred to appropriate authority/appeal
A total review and reassessment of several claims made to the WCB over the years is needed.	Referred to appropriate authority/appeal
Delays in processing compensation claim resulted in large legal bill.	Referred to appropriate authority/appeal
Denied benefits following a worsening of a back and abdominal injury which occurred in 1962.	No administrative error No remedy available
Failure of the Board to cover all medical costs.	No administrative error No remedy available
Entitled to more than 25% earnings loss supplement.	No administrative error No remedy available

COMPLAINT	STATUS AT YEAR-END
Delay in processing appeal of termination of compensation.	Referred to appropriate authority/appeal
Termination of compensation.	No administrative error No remedy available
Termination of compensation.	No administrative error No remedy available
Delay in processing request for reinstatement of compensation.	Investigation declined
Termination of compensation and re-training assistance.	Discontinued by Ombudsman On receipt of additional information
Termination of compensation.	Referred to appropriate authority/appeal
WCB will not reinstate claim.	Referred to appropriate authority/appeal
Termination of compensation.	Referred to appropriate authority/appeal
Denied compensation.	No administrative error No remedy available
Termination of compensation.	Referred to appropriate authority/appeal
Denied compensation for cancer caused by welding.	Referred to appropriate authority/appeal
Denied entitlement to WCB pension.	Referred to appropriate authority/appeal
WCB cannot locate 1964 claim.	Referred to appropriate authority/appeal
Alleges improper conduct of adjudicator.	Referred to appropriate authority/appeal
Inadequate disability pension.	Referred to appropriate authority/appeal
Termination of compensation and denial of training course and brace.	Referred to appropriate authority/appeal
Parkinson's Disease not recognized by Board.	Referred to appropriate authority/appeal
Termination of compensation.	Under investigation
Inadequate disability pension.	No administrative error No remedy available
Denied reinstatement of compensation.	No administrative error No remedy available
Denied reinstatement of compensation.	Referred to appropriate authority/appeal
Required to see Board doctor, even though no legal requirement.	Referred to appropriate authority/appeal
Termination of compensation.	Investigation declined
Lack of response for re-training.	Referred to appropriate authority/appeal
Denied reinstatement of compensation.	No administrative error No remedy available

COMPLAINT**STATUS AT YEAR-END**

Termination of compensation.	Referred to appropriate authority/appeal
Denied compensation for a pre-existing condition.	Investigation declined
Termination of compensation.	Resolved informally
Unfair treatment by staff.	Referred to appropriate authority/appeal
Delay in receipt of compensation.	Administrative error
	Error corrected
	In this case
	Assistance provided
Denied compensation for frostbite.	Referred to appropriate authority/appeal
Inadequate re-employment or re-training assistance.	Referred to appropriate authority/appeal
Delay in rendering a decision.	Referred to appropriate authority/appeal
Failure to make pension increase retroactive.	Referred to appropriate authority/appeal
Inadequate pension.	Referred to appropriate authority/appeal
Inadequate partial disability pension.	Under investigation
Denied further compensation or increase in pension.	Under investigation
Inadequate compensation or pension.	Referred to appropriate authority/appeal
Reduction in wage loss supplement.	Under investigation.
Inadequate compensation.	Under investigation
Insufficient benefits.	Under investigation
Denied compensation.	Under investigation
Denied reinstatement of compensation.	Referred to appropriate authority/appeal
Termination of compensation.	No administrative error
	No remedy available
Inadequate permanent disability pension.	No administrative error
	No remedy available
Inadequate disability pension and denied wage loss supplement.	Referred to appropriate authority/appeal
Termination of compensation.	Under investigation
Request for a lump sum settlement.	Under investigation
Termination of compensation.	Under investigation
Refusal to pay room and board.	Discontinued by Ombudsman
	On receipt of additional information
Denied compensation.	Under investigation
Termination of compensation.	Under investigation

COMPLAINT**STATUS AT YEAR-END**

Termination of compensation.	Referred to appropriate authority/appeal
Termination of compensation.	Referred to appropriate authority/appeal
Denied compensation for heart attack.	Under investigation
Denied reinstatement of compensation.	Under investigation
Inadequate compensation to inmate.	Referred to appropriate authority/appeal
Delay in reinstatement of compensation.	Referred to appropriate authority/appeal
Responsibility for back problems.	Referred to appropriate authority/appeal
Denied compensation for heart condition.	Referred to appropriate authority/appeal
Termination of compensation.	Under investigation
Delay in awarding pension or lump sum settlement.	Referred to appropriate authority/appeal
Termination of compensation.	Referred to appropriate authority/appeal
Alleged abuse at Rehabilitation Centre.	Referred to appropriate authority/appeal
Inadequate pension.	Referred to appropriate authority/appeal
Termination of compensation.	Referred to appropriate authority/appeal
Denied compensation.	Referred to appropriate authority/appeal
Inadequate pension for back injury.	Investigation declined
Inadequate compensation.	Under investigation
Termination of compensation.	Referred to appropriate authority/appeal
Denied lump sum payment.	Referred to appropriate authority/appeal
Assessment rate too high.	Under investigation
Denied reinstatement of compensation.	Under investigation
Inadequate compensation.	Under investigation
Denied widow's pension.	Referred to appropriate authority/appeal
Denied adequate re-training assistance.	Under investigation
Denied compensation for lung condition.	Referred to appropriate authority/appeal
Improper decision on compensation claim.	Referred to appropriate authority/appeal
Difficulties in obtaining benefits.	Discontinued by complainant
Termination of compensation.	Referred to appropriate authority/appeal
Denied reinstatement of compensation.	Referred to appropriate authority/appeal
Inadequate disability pension.	Referred to appropriate authority/appeal
Denied reinstatement of compensation.	Under investigation
Termination of compensation.	Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Denial of claim.	Under investigation
Request for permanent disability pension.	Referred to appropriate authority/appeal
Delay in reinstating compensation.	Referred to appropriate authority/appeal
Inadequate permanent disability pension.	Under investigation
Termination of compensation.	Referred to appropriate authority/appeal
Failure to notify worker of termination of benefits.	Under investigation
Denied reinstatement of compensation.	Under investigation
Denied reinstatement of compensation.	Under investigation
Delays in processing compensation claim.	Under investigation
Inadequate compensation.	Referred to appropriate authority/appeal
Request increase in compensation.	Referred to appropriate authority/appeal
Denied reinstatement of compensation.	Referred to appropriate authority/appeal
Delay in processing compensation claim.	Action pending
Delay in processing pension entitlement.	Under investigation
Denied reinstatement of compensation.	Action pending
Denied compensation.	Action pending
Delay in hearing appeal.	Action pending
Denied compensation and reinstatement.	Action pending
Denied payment of legal bill.	Action pending
Delay in processing claim.	Action pending
Denied wage loss supplement.	Action pending

Number of files for department: 161

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (A.A.D.A.C.)

Unspecified problems.	No authority to investigate
Denied re-admission to Rehabilitation Centre.	Discontinued by Ombudsman On receipt of additional information Assistance provided

Number of files for department: 2

CONSUMER AND CORPORATE AFFAIRS

COMPLAINT**STATUS AT YEAR-END**

Inappropriate advice from departmental official.

No administrative error
No remedy available

Inadequate investigation and failure to resolve
complaint re: insurance companies.

Under investigation

Failure to enforce disclosure provisions and
misleading public information.

Under investigation

Denied refund of mutual fund licensing fee.

No administrative error
No remedy available

Crown corporation allowing re-purchases of land at
less than half the original price.

No authority to investigate

Failure to enforce provisions of the Societies act.

Under investigation

Actions of the Securities Commission.

Referred to appropriate authority/appeal

Dissolution of company.

Referred to appropriate authority/appeal

Denied refund of incorporation fees.

No authority to investigate

Request for information re: investment company.

Action pending

Number of files for department: 10

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CULTURE AND MULTICULTURISM

COMPLAINT

Denied further historic resource funding grants.

STATUS AT YEAR-END

Referred to appropriate authority/appeal

Number of files for department: 1

ECONOMIC DEVELOPMENT AND TRADE

COMPLAINT**STATUS AT YEAR-END**

Unfair hiring practices.

Under investigation

Number of files for department: 1

ALBERTA OPPORTUNITY COMPANY

Misinformation by AOC resulting in foreclosure on hotel.

No administrative error
No remedy available

Lack of assistance to revitalize business in financial trouble.

Action pending

Number of files for department: 2

COMPLAINT**STATUS AT YEAR-END**

Unfairly required to re-apply for Long Term Disability.

Discontinued by complainant

Reduction in funding for education of handicapped children.

Action pending

Number of files for department: 2

COMPLAINT

Denied advice re: completing grant application.

STATUS AT YEAR-END

Discontinued by Ombudsman
Department rectified when notified
Assistance provided

Number of files for department: 1

ENVIRONMENT

COMPLAINT	STATUS AT YEAR-END
Denied compensation for new water well.	No administrative error No remedy available
Poor investigation of land being flooded from inadequately cased seismic wells.	No administrative error No remedy available
Postponement of drainage project.	No administrative error Assistance provided
Denied employment on a land reclamation project.	No administrative error No remedy available
Delay in commencing tests of water flow and quality near landfill site.	Referred to appropriate authority/appeal
Insurance coverage required by department not offered by insurance industry.	No authority to investigate
Illegal ditching by neighbor ignored by Department.	No authority to investigate
Improper public notice of development resulted in approval of development without public input.	No administrative error No remedy available
Lack of response to report of illegal diversion of lake water.	Referred to appropriate authority/appeal
Denied compensation for construction delays when cease operations order issued.	Under investigation
Licensing of sewage lagoon adjacent to wetlands project.	Under investigation
Failure to seek adequate public input into licensing of Oldman River dam.	Action pending

Number of files for department: 12

FORESTRY, LANDS AND WILDLIFE

COMPLAINT**STATUS AT YEAR-END**

Claims members of the Advisory Council are biased.

Billed by grazing reserve even though no cattle grazed on the land.

Denied compensation for power line rental improperly paid to former owner.

Improper public notice of development resulted in approval of development without public input.

Biased investigation of claim for damages against seismic company.

Denied award of land in farm development sale.

Lack of enforcement of Agricultural Development Committee recommendations.

Guiding license cancelled, then reinstated.

Inadequate response to requests for information re: game ranching.

Improper granting of logging licenses in Upper Oldman watershed.

Award of Farm Development sale land to unqualified individual.

Failure to impose lumber calculation on mill.

Issuing game ranching permits without proper legislation.

Miscellaneous permit for tent camp contravenes regulations.

Designated wildlife habitat land leased out for sewage lagoon.

Death of Bull Elk while in custody of Department due to inadequate care. Failure to respond on a timely basis.

Denied land through Farm Development sale due to marital status.

Promise of advertisement financing withdrawn.

Referred to appropriate authority/appeal

No administrative error
No remedy available

Administrative error
Error corrected
In policy or procedure
No remedy available

No administrative error
No remedy available

No administrative error
No remedy available

No administrative error
No remedy available

No authority to investigate

Under investigation

Under investigation

Under investigation

Under investigation

Under investigation

Under investigation

Referred to appropriate authority/appeal

Under investigation

Referred to appropriate authority/appeal

Under investigation

Action pending

HOSPITALS AND MEDICAL CARE

COMPLAINT**STATUS AT YEAR-END**

Health Facilities Review Committee conducted incomplete investigation.

Under investigation

Awarding of air ambulance contract to chosen carrier rejected by Minister.

No authority to investigate

Provisions of proposed Mental Health Act.

No authority to investigate

Number of files for department: 3

MENTAL HOSPITALS

Alleges doctor intoxicated on job.

Investigation declined

Alleges harassment at hospital.

Referred to appropriate authority/appeal

Alleges physical assault by staff members.

No authority to investigate

Requests release from hospital.

Referred to appropriate authority/appeal

Requesting re-investigation of Phillips suicide.

No authority to investigate

Requests to be moved to another ward or released.

No administrative error
No remedy available

Delay in forwarding mail from hospital to penitentiary.

Investigation declined

Missing personal property, improper diet and medications.

No administrative error
No remedy available

Committal to Alberta Hospital.

Referred to appropriate authority/appeal

Numerous complaints re: the treatment of patients at the Hospital.

Referred to appropriate authority/appeal

Hospital Board refused to accept correspondence which contained a request for records.

Referred to appropriate authority/appeal

Unable to obtain release from the hospital.

Resolved informally

Conditions at mental Hospital.

Referred to appropriate authority/appeal

Request for an early release from the Hospital.

Referred to appropriate authority/appeal

Would like a two year leave of absence from Alberta Hospital, Edmonton.

Referred to appropriate authority/appeal

Wrongful confinement and medical treatment at Alberta Hospital.

Investigation declined

Unreasonable delays in transfer of money and property from Youth Development Center.

Referred to appropriate authority/appeal

Unreasonable delays in transfer of money and property from Youth Development Center.

Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Unreasonable delays in transfer of money and property from Youth Development Center.

Referred to appropriate authority/appeal

Unreasonable delays in transfer of money and property from Youth Development Center.

Referred to appropriate authority/appeal

Unreasonable delays in transfer of money and property from Youth Development Center.

Referred to appropriate authority/appeal

Denied transfer to another unit.

Under investigation

Re-admitted to hospital on an involuntary basis.

Referred to appropriate authority/appeal

Premature release of spouse and treatment by unqualified psychiatrists.

Under investigation

Funding of brain injury unit at Alberta Hospital, Ponoka.

Action pending

Conditions and treatment at Alberta Hospital.

Action pending

Lack of discharge planning.

Action pending

Number of files for department: 27

HEALTH CARE INSURANCE DIVISION

Plan will not cover costs of dental surgery.

Investigation declined

Claims Division should advise when benefits limit reached.

Investigation declined

Billed for coverage without notification.

No administrative error
No remedy available

Outstanding arrears on account for a period of time coverage was suspended.

Under investigation

Denied reimbursement for out of country medical bills.

Under investigation

Unable to pay outstanding premiums dating back to 1984.

No administrative error
No remedy available

Repeated receipt of partially-completed application forms rather than blank ones.

Referred to appropriate authority/appeal

Account with Plan in arrears and Blue Cross cancelled.

Resolved informally

Difficulty in getting a health care card issued in own name.

Investigation declined

COMPLAINT

Cancellation of Blue Cross coverage by the Plan.
 Blue Cross coverage lapsed due to billing errors and delays.
 Opted out and continues to be assessed premiums.
 Denied reinstatement until back premiums paid up.
 Failure to notify of missed payment resulting in Blue Cross cancellation.
 Constantly receiving premium billings while on Widow's Pension.
 Billed for premiums already paid.

STATUS AT YEAR-END

Resolved informally
 Discontinued by Ombudsman
 On receipt of additional information
 No authority to investigate
 Investigation declined
 No administrative error
 Assistance provided
 Under investigation

 Under investigation

Number of files for department: 16

COMPLAINT

Enforcement of Labour Relations Board order.
 Denied request to receive fire fighter's certificates.

Number of files for department: 2

STATUS AT YEAR-END

No authority to investigate
 No authority to investigate

EMPLOYMENT STANDARDS BRANCH

Employee dismissed without notice.
 Branch failed to consider both sides of complaint.

Branch unsuccessful in collecting claim for
 holiday pay.

Inadequate settlement of overtime wage claim due to
 delays in filing Order of Officer.

Collection of unpaid vacation pay.

Collection of unpaid vacation pay.

Little action taken against employer with repeated
 wage claims.

Number of files for department: 7

Investigation declined
 No administrative error
 No remedy available

No administrative error
 No remedy available

Under investigation

No authority to investigate

Investigation declined

Under investigation

HUMAN RIGHTS COMMISSION

Refusal to investigate complaint.

Failure to adequately investigate a complaint.

Poor investigation of a complaint against a
 municipality.

Damaged by long drawn out, poorly researched
 investigation.

Refused investigation of discrimination complaint.

Failure to conduct investigation of discrimination
 complaints.

Improper handling of discrimination complaint.

Number of files for department: 7

Under investigation

No administrative error
 No remedy available

No administrative error
 No remedy available

Under investigation

Under investigation

Under investigation

Investigation declined

MUNICIPAL AFFAIRS

COMPLAINT

Claims a number of inequities in types of grants to seniors.

Claims requirement for SIN on application forms improper.

Lack of fair hearing regarding proposal for Municipal District boundaries.

Allegedly forced into retirement four years ago.

Denied Renters Assistance Credit for 1984 and 1985.

Calculation of Seniors' Home Improvement Program grant.

Failure to obtain property tax reduction benefit.

Number of files for department: 7

STATUS AT YEAR-END

Referred to appropriate authority/appeal

Investigation declined

Not authority to investigate

Under investigation

No authority to investigate

Under investigation

Investigation declined

ALBERTA PLANNING BOARD

Conflict of interest alleged at rezoning hearing.

Number of files for department: 1

Investigation declined

HOUSING

Unable to apply Seniors' Home Improvement grant to ramp and deck under construction.

Ineligible for Seniors' Home Improvement grant after initially being approved.

Unable to apply Seniors' Home Improvement grant to improvements.

Received a one-year contract, but work given to other firms.

Denied opportunity to purchase log home from Rural Housing Program.

Denied accommodation through Rural Housing Program because of income.

Number of files for department: 6

No administrative error

No remedy available

Under investigation

Discontinued by Ombudsman
Department rectified when notified
Assistance provided

Administrative error
No remedy available

Referred to appropriate authority/appeal

No authority to investigate

COMPLAINT**STATUS AT YEAR-END****MORTGAGE INTEREST RELIEF PROGRAM**

Required to remit overpayment of benefits.

No administrative error
No remedy available

Number of files for department: 1

ALBERTA MORTGAGE AND HOUSING CORPORATION

Objects to Corporation voting at condominium association meetings.

Investigation declined

Delays in processing mortgage application.

Under investigation

Subsidy to be cancelled upon re-negotiation of mortgage.

No administrative error
No remedy available

Numerous problems concerning rental accommodation.

No administrative error
No remedy available

Responsibility for mortgage payments on property that has been sold.

Investigation declined

Single parent denied subsidy after taking possession of home.

No administrative error
Assistance provided

Corporation supported eviction for keeping pets on premises.

No administrative error
No remedy available

Denied reimbursement for unnecessary work required on senior citizens residence.

Under investigation

Denied transfer of a normal rental unit to a rent subsidy unit.

Resolved informally

Increase in mortgage payments and denied re-financing.

Referred to appropriate authority/appeal

Confusion over payout of mortgage has resulted in huge bills and foreclosure actions.

Under investigation

Reduction in appraised value of property being traded.

Under investigation

Eviction of resident from senior citizens' lodge.

Under investigation

Request for refund of commitment deposit.

Under investigation

New owner required to pay former owner's mortgage arrears.

Referred to appropriate authority/appeal

COMPLAINT

Denied reimbursement of outstanding accounts on three projects.

Improper supervision of excavation resulting in foundation problems.

STATUS AT YEAR-END

Under investigation

Under investigation

Number of files for department: 17

OFFICERS OF THE LEGISLATIVE ASSEMBLY

COMPLAINT**STATUS AT YEAR-END**

Alleges improper dismissal from employment.

No administrative error
No remedy available.

Delay in resolving Ombudsman's jurisdiction over the
amicus curaie.

Resolved informally

Number of files for department: 2

PERSONNEL ADMINISTRATION

COMPLAINT

Lack of information as to spouse's eligibility for dental plan.

Denied incentive payment increase after position re-classified.

STATUS AT YEAR-END

No administrative error
No remedy available.

No administrative error

Number of files for department: 2

PUBLIC AFFAIRS BUREAU

COMPLAINT**STATUS AT YEAR-END**

Job application dealt with unfairly.

Under investigation

Number of files for department: 1

33

PUBLIC SAFETY SERVICES

COMPLAINT

STATUS AT YEAR-END

Inadequate settlement for crop losses due to flooding.

Under investigation

Number of files for department: 1

PUBLIC WORKS, SUPPLY AND SERVICES

COMPLAINT**STATUS AT YEAR-END**

Alleges improper issuing of tender.

No administrative error
No remedy available

Wants letter of reprimand removed from file.

No administrative error
No remedy available

Unfair hiring practices.

No administrative error
No remedy available

Bicycling banned from Legislature Grounds.

No authority to investigate

Number of files for department: 4

RECREATION AND PARKS

COMPLAINT

Minister refuses to review selection process for speed skating coaches.

Denied job of Deputy Fire Chief.

Misuse of Provincial Park Rangers as security guards.

Misuse of Provincial Park Rangers as security guards.

Denied concession at provincial park.

STATUS AT YEAR-END

Discontinued by Ombudsman
On receipt of additional information

Administrative error
Error corrected
In this case
No remedy available

Under investigation

Under investigation

No authority to investigate

Number of files for department: 5

COMPLAINT	STATUS AT YEAR-END
Cutbacks in staffing complement at Yellowhead Youth Centre.	Investigation declined
Department refuses to cover costs of a tutor.	No administrative error Assistance provided
Delay in processing handicapped income (AISH) application.	Administrative error Error corrected In this case Assistance provided
Grandparents' experiencing difficulties obtaining access to granddaughter.	Referred to appropriate authority/appeal
Required to repay overpayment of handicapped income (AISH) benefits.	Referred to appropriate authority/appeal
Department threatening to apprehend daughter.	Investigation declined
Department plans to remove foster child from home.	No authority to investigate
Exemption on rental income rescinded.	No administrative error No remedy available
Claims social worker refuses to meet him at a convenient time.	Referred to appropriate authority/appeal
Application for day care license denied.	No administrative error. No remedy available
Denied retroactive payment of increased benefits.	Discontinued by Ombudsman On receipt of additional information
Promise of extra social assistance rescinded.	Referred to appropriate authority/appeal
Department refuses to reduce overpayment by the amount of babysitting costs incurred.	No authority to investigate
Denied handicapped income (AISH) benefits.	No administrative error No remedy available
Denied visiting rights with apprehended grandchildren.	No administrative error No remedy available
Denied handicapped income (AISH) benefits.	No administrative error Assistance provided
Disagrees with amount owed to Department.	Referred to appropriate authority/appeal
Wants policies governing eligibility of social allowance changed.	Referred to appropriate authority/appeal
Claims employee violated confidentiality principles.	Resolved informally
Unable to obtain information re: restitution payment.	Administrative error No remedy available
Termination of social assistance.	Discontinued by complainant

COMPLAINT	STATUS AT YEAR-END
Refused funds for car repairs.	No administrative error No remedy available
Handicapped income (AISH) benefits withheld for one month.	Referred to appropriate authority/appeal
Social assistance benefits repeatedly terminated.	No administrative error Assistance provided
Denied contact with grandchildren who have been adopted.	Referred to appropriate authority/appeal
Denied financial assistance to cover cost of prescriptions.	Administrative error No remedy available
Denied two months social assistance due to unreported bingo winnings.	Referred to appropriate authority/appeal
Lack of job referrals from the Employment Opportunities Program.	Discontinued by Ombudsman On receipt of additional information
Widow's Pension reduced and assessed an overpayment.	Administrative error Error corrected In policy or procedure Assistance provided
Delay in funding for autistic son's placement in a teaching home.	Resolved informally
Requests publication of experiences with Social Services.	Referred to appropriate authority/appeal
Social assistance terminated at same time as unemployment benefits concluded.	Referred to appropriate authority/appeal
Wants a particular handicapped income (AISH) worker removed from the case.	Resolved informally
Alleges children living with estranged spouse are not being properly supervised.	Administrative error Error corrected In this case No remedy available
Denied social assistance while awaiting student loans. Termination of social assistance.	Discontinued by complainant No administrative error No remedy available
Denied temporary social assistance.	No administrative error No remedy available
Invasion of privacy by social worker.	No administrative error No remedy available
Failure to remove daughter from improper foster home.	Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Required to repeatedly appeal to receive social assistance.

Administrative error
Error corrected
In this case
Assistance provided

Delay in receipt of Widow's Pension.

Referred to appropriate authority/appeal

Enquiry as to application for handicapped income (AISH) benefits.

Referred to appropriate authority/appeal

Denied social assistance because of benefits in another province.

No administrative error
No remedy available

Required to refund overpayment of social assistance benefits.

No administrative error
No remedy available

Denied social assistance benefits.

Administrative error
Error corrected
In this case
Assistance provided

Child's removal from foster home was improperly carried out.

No administrative error
No remedy available

Problem obtaining information required for wage-claim in another province.

Resolved informally

Denied reinstatement of social assistance benefits.

No administrative error
No remedy available

Denied assistance to cover rent expenses.

Discontinued by complainant

Placement of long-term foster child with native family.

No authority to investigate

Reduction in social assistance entitlement.

No administrative error
No remedy available

Denied financial assistance to cover orthodontic treatment.

Discontinued by complainant

Inaction by Maintenance Enforcement and Social Services resulted in legal costs and no maintenance monies.

Administrative error
No remedy available

Assistance terminated. Social worker and Citizen's Appeal Panel biased and unprofessional.

No administrative error
No remedy available

Social services not protecting a handicapped child in a private group home.

No administrative error
No remedy available

Denied social assistance.

No administrative error
No remedy available

Unique living arrangement with father of children recognized by Social Services.

Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Reduction in handicapped income (AISH) benefits.	Discontinued by Ombudsman Department rectified when notified
Social allowance terminated because allegedly living common-law.	No administrative error No remedy available
Will not release documents needed for a divorce case.	No administrative error No remedy available
Cut off social assistance even though attempting to secure a job.	No administrative error No remedy available
Reduction in handicapped income (AISH) entitlement.	Referred to appropriate authority/appeal
Issuing of rent cheques rather than voucher to social assistance recipient.	Under investigation
Denied return of foster child by Children's Guardian.	No authority to investigate
Termination of social assistance benefits due to excess assets.	No administrative error Assistance provided
Inadequate Widow's Pension benefits.	No administrative error No remedy available
Outstanding problems from previous investigation by Ombudsman not resolved.	Under investigation
Termination of social assistance benefits due to a suspected common-law relationship.	No administrative error No remedy available
Unjust denial of social assistance.	No administrative error Assistance provided
Non-payment of outstanding account for computer software.	Discontinued by Ombudsman Department rectified when notified Administrative error Error corrected In policy or procedure
Denied social assistance benefits, even though income grossly inadequate.	Discontinued by Ombudsman On receipt of additional information
Accusations of sexual assault preventing access to fiancée and children.	Discontinued by complainant
Improper handling of appeal re: denial of retroactive handicapped income (AISH) benefits.	Under investigation
Apprehension of child and non-receipt of entire handicapped income (AISH) benefits.	No administrative error No remedy available
Inaction re: allegations of abuse of son's children.	Referred to appropriate authority/appeal
Denied letter of reference because employee fears loss of job.	Under investigation

COMPLAINT**STATUS AT YEAR-END**

Denied financial assistance to send children's effects to another province.	No administrative error No remedy available
Decision of Children's Guardian to adopt three children as a unit.	No administrative error No remedy available
Denied social assistance benefits.	Referred to appropriate authority/appeal
Delay in providing appropriate long term care for handicapped child.	Under investigation
Denied long term disability benefits due to mis-diagnosis.	Under investigation
Inadequate social assistance benefits.	Resolved informally
Benefits terminated due to unfair and inadequate appeal system.	Administrative error Error corrected In policy or procedure Assistance provided
Incomplete information provided by social workers resulting in delay of adoption.	Under investigation
Inadequate social assistance.	Under investigation
Inadequate social assistance benefits.	No administrative error No remedy available
Denied social assistance for half of one month.	Resolved informally
Placement of daughter without consultation with natural father.	Referred to appropriate authority/appeal
Refused sponsorship by Employment Opportunities Program for an acupuncturist's course.	Under investigation
Refused benefits by Social Services.	Under investigation
Day care subsidy arrears.	No administrative error No remedy available
Terminated social allowance because of earnings and suspected common-law relationship.	No administrative error No remedy available
Denied reimbursement of overpayment and expenses.	Under investigation
Inadequate social assistance benefits.	Discontinued by Ombudsman On receipt of additional information Assistance provided
Denied social assistance benefits.	Under investigation
Termination of social assistance benefits.	Referred to appropriate authority/appeal
Inadequate supplemental assistance and failure to divulge information.	Referred to appropriate authority/appeal

COMPLAINT	STATUS AT YEAR-END
Lack of assistance in obtaining disability benefits under group insurance plan.	No authority to investigate
Improper attitude and treatment by departmental staff.	Under investigation
Income Security policy discriminatory against married couples.	Referred to appropriate authority/appeal
Alleged release of information and lack of action re: unsubstantiated allegations.	Under investigation
Denied compensation for period social assistance was terminated.	Under investigation
Inadequate social assistance benefits.	Under investigation
Improper treatment by social workers in the delivery of cheques.	No administrative error No remedy available
Delay in returning adoptive sister to mother's home.	Discontinued by Ombudsman On receipt of additional information
Termination of social assistance benefits.	No administrative error No remedy available
Denied permission to keep foster children.	Discontinued by complainant
Forced to pay back money received for 16 year old child.	Under investigation
Lack of response to proposal re: grandchildren.	Referred to appropriate authority/appeal
Sexual discrimination against males regarding child support.	Under investigation
Denied write-off of portion of return service agreement.	Referred to appropriate authority/appeal
Requirement for information before paying operating allowance.	Under investigation
Denied replacement of social assistance benefits after losing monies.	Under investigation
Actions and inactions of workers re: apprehension of child.	Under investigation
Recovery of child support payments received directly.	No administrative error No remedy available
Forced into a recovery agreement for re-issued cheque.	Under investigation
Lack of enforcement re: renewal of guardianship order.	Under investigation
Denied financial assistance for schooling.	No authority to investigate

COMPLAINT**STATUS AT YEAR-END**

Termination of social assistance benefits.	Investigation declined
Denied handicapped income (AISH) benefits for epileptic condition.	Referred to appropriate authority/appeal
Denied handicapped income (AISH) benefits.	Under investigation
Closure of foster care receiving home.	Under investigation
Harassment of family.	Under investigation
Termination of social assistance benefits.	Under investigation
Unfair assessment of overpayment of social assistance.	Action pending
Funding of care for special needs children terminates at age 6.	Under investigation
Handicapped income (AISH) benefits calculated using spouses' income.	No authority to investigate
Unreasonable adult/child ratios in new day care policy manual.	Referred to appropriate authority/appeal
Termination of social assistance due to inadequate job search efforts.	Under investigation
Termination of social assistance benefits.	Investigation declined
Numerous concerns re: government involvement in day care system.	Referred to appropriate authority/appeal
Inadequate social assistance for son.	Referred to appropriate authority/appeal
Denied day care subsidy while taking university courses.	Referred to appropriate authority/appeal
Denied financial assistance to complete education.	Referred to appropriate authority/appeal
Court ordered access to daughter suspended by department.	Referred to appropriate authority/appeal
Alleged violation of confidentiality by social worker.	Referred to appropriate authority/appeal
Apprehension and subsequent custody of daughter.	Under investigation
Denied payment for on call hours.	Under investigation
Denied handicapped income (AISH) benefits.	Under investigation
Enforcement of supervision order.	Under investigation.
Improper conduct of social workers.	Referred to appropriate authority/appeal
Lump sum payment from putative father provided to natural mother.	Under investigation
Social allowance terminated when falsely accused of fraud.	No administrative error No remedy available

COMPLAINT

STATUS AT YEAR-END

Termination of social assistance benefits.	Under investigation
Denied social assistance benefits.	Under investigation
Denied employment due to criminal record.	Under investigation
Denied funding for schooling or entering into a business.	Under investigation
Apprehension of children.	Referred to appropriate authority/appeal
Lack of support services for son with cerebral palsy.	Referred to appropriate authority/appeal
Periodic reduction in handicapped income (AISH) entitlement.	Referred to appropriate authority/appeal
Denied supplemental social assistance.	Discontinued by complainant
Inadequate effort of worker to provide resource.	Under investigation
Termination of social assistance benefits.	Under investigation
Denied handicapped income (AISH) benefits.	Under investigation
Inadequate assistance for delinquent daughter.	Under investigation
Termination of social assistance benefits.	Under investigation
Adoption of infant child.	Under investigation
Termination of social assistance benefits.	Under investigation
Denied foster coverage extension.	Under investigation
Increase required in handicapped income (AISH) ceiling limit.	No authority to investigate
Calculation of salary overpayment and rate.	Action pending
Denied handicapped income (AISH) benefits.	Action pending

Number of files for department: 163

COMPLAINT

Denied independent review of dismissal.

Wage position terminated prior to the agreed upon date.

Inappropriate security procedures at Legislature Building.

Unit transfer, loss of institutional job and inappropriate comments by correctional officer.

Proposed legislative changes do not cover mental deficiency nurses.

Number of files for department: 5

ALBERTA LIQUOR CONTROL BOARD

Ontario resident unable to purchase wine.

Denied license to sell liquor in restaurant.

Denied office equipment contract.

Harassment at two liquor stores.

Number of files for department: 4

MOTOR VEHICLES BRANCH

Required to submit privileged medical information in order to reinstate driver's license.

License re-suspended for not completing drunk drivers' course.

Non-receipt of license plate stickers resulted in receipt of a ticket.

Advised the Branch is no longer sending out notices for license plate and driver's license registrations.

Confiscation of driver's license with no reasons given.

Revocation of driver's license for outstanding debt to Motor Vehicle Accident Claims Fund.

STATUS AT YEAR-END

Discontinued by Ombudsman
On receipt of additional information

No administrative error
Assistance provided.

No administrative error
No remedy available

Referred to appropriate authority/appeal

No authority to investigate

Under investigation

No administrative error
No remedy available

Referred to appropriate authority/appeal

Action pending

Under investigation

Administrative error
Error corrected
In this case
Assistance provided

No administrative error
No remedy available

Investigation declined

No administrative error
No remedy available

No authority to investigate

COMPLAINT

Alleged harassment by driver training school inspectors.

Removal of motorcycle class from operator's license.

Loss of a day's pay to take a drunk driver's course.

Denied release of information required for divorce case.

Release of information to parking lot owner.

Labelled as epileptic, rather than diabetic, resulted in denial of drivers' license.

Request for assistance in appeal to have three year license suspension reduced.

Claim for depreciation due to damages from accident rejected.

Record of driver's license lost.

Correspondence relating to termination submitted under duress.

Legal delays in prosecuting claim against Motor Vehicle Accident Claims Fund.

Required to submit annual medicals for driver's license.

Suspension of driver's license until 1992.

Conflicting information regarding removal of condition code from license.

Number of files for department: 20

STATUS AT YEAR-END

No administrative error
No remedy available

Investigation declined

Investigation declined

No administrative error
No remedy available

No administrative error
No remedy available

No administrative error
No remedy available

No authority to investigate

Administrative error
Error corrected
In this case
Assistance provided

Administrative error
Error corrected
In this case
Assistance provided

Under investigation

No authority to investigate

No administrative error
Assistance provided.

Under investigation

Referred to appropriate authority/appeal

CORRECTIONAL SERVICES

Charged twice for refusing to work.

Failure to supply the low sugar, high fibre diet required.

Refused picture from personal effects.

Referred to appropriate authority/appeal

Investigation declined

Referred to appropriate authority/appeal

COMPLAINT	STATUS AT YEAR-END
Objects to directive requiring all inmates to sign up for breakfast the night before.	Investigation declined
Required to submit to cavity search after visit with parents.	Investigation declined
Alleges no heat in cells, and poor food preparation.	Referred to appropriate authority/appeal
Unsuccessful in applications for temporary absence pass.	Referred to appropriate authority/appeal
Inadequate medical attention.	Discontinued by complainant
Federal inmate denied transfer to federal penitentiary.	No administrative error No remedy available
Inadequate medical attention and inmates exposed to AIDS.	Investigation declined
Sentenced to segregation for refusing to work.	No administrative error No remedy available
Pre-release postponed one month.	Referred to appropriate authority/appeal
Alleges correctional officer is harassing inmates.	Referred to appropriate authority/appeal
Application for pre-release in jeopardy due to existence of charge of being unlawfully at large.	Referred to appropriate authority/appeal
Alleges a number of charges unfair.	Investigation declined
Complaints re: style of open custody, overcrowding and meals.	Administrative error Error corrected In this case Assistance provided
Transfer to Calgary denied.	Investigation declined
Inadequate medical treatment for broken nose and sore back.	Referred to appropriate authority/appeal
Centre refuses to pay for partial plate.	No administrative error No remedy available
Correctional officer rude to inmate's wife.	No administrative error No remedy available
Dropped from Fine Option program due to missed appointment.	Investigation declined
Remand Centre is discriminating against native religious beliefs.	Under investigation
Questioning censorship powers of correctional centres.	Resolved informally
Inadequate medical attention and sentenced to five days in segregation.	Administrative error Error corrected In this case No remedy available

COMPLAINT	STATUS AT YEAR-END
Denied placement in administrative confinement.	No administrative error No remedy available
Native inmates prevented from satisfactorily exercising their religious practices.	Under investigation
Denied a one year leave of absence.	No administrative error Assistance provided
Unable to see optician and counsellor about a work placement.	Referred to appropriate authority/appeal
Transferred from Fort Saskatchewan to Grande Cache.	Referred to appropriate authority/appeal
Institutional doctor ignoring required allergy treatments.	Referred to appropriate authority/appeal
Correctional system lost \$11.50, requests for upgrading ignored.	Referred to appropriate authority/appeal
A venereal disease was contracted while in disciplinary segregation.	Referred to appropriate authority/appeal
Glasses confiscated after test for sobriety and placement in an observation cell.	Referred to appropriate authority/appeal
The compensation ordered by the courts was not received.	Under investigation
Sentenced to five days in disciplinary segregation after disagreement with officer.	No administrative error No remedy available
Centre's doctor misdiagnosed pregnancy.	Referred to appropriate authority/appeal
Fines totalling \$200 have not been applied against the time held in custody awaiting trial.	Referred to appropriate authority/appeal
Temporary absence pass suspended for not finding suitable employment.	No administrative error No remedy available
Unfairly harassed by a correctional officer.	No administrative error No remedy available
Certain personal property missing, and delay in commencing inquiries.	Referred to appropriate authority/appeal
Request transfer to another correctional facility because of unfair treatment re: attitude.	Referred to appropriate authority/appeal
After a number of air vents were cleaned, three or four inmates became ill.	Referred to appropriate authority/appeal
Inadequate medical attention for arthritic condition.	Referred to appropriate authority/appeal
Lack of variety and caloric content in vegetarian diet.	No administrative error No remedy available
Administrative confinement indefinite with 45 days security visits.	No administrative error No remedy available

COMPLAINT**STATUS AT YEAR-END**

Suspension of temporary absence pass.	No administrative error No remedy available
Denied funds from trust accounts.	Referred to appropriate authority/appeal
Denied vegetarian diet and resultant weight loss.	Investigation declined
Prescriptions for migraine medication confiscated.	No administrative error No remedy available
Cancellation of week-end temporary absence pass.	Resolved informally
Reduction in security rating and denial of pre-release.	Discontinued by complainant
Inmate received federal time, but incarcerated in provincial system.	Discontinued by Ombudsman On receipt of additional information
Fired from job as a psychiatric nurse due to lack of certification.	Administrative error Error corrected In this case Assistance provided
Inmate fired from kitchen job.	No administrative error No remedy available
Investigation of drug importing impacts on inmate found guilty of being under the influence.	Referred to appropriate authority/appeal
Held in administrative confinement after conviction for assaulting correctional officers.	No administrative error No remedy available
Unfairly transferred from Calgary Correctional Centre to Peace River Correctional Centre.	No administrative error No remedy available
Denial of temporary absence pass based on psychologist's recommendation.	No administrative error No remedy available
Incomplete information as to inmate's location affected waiving in of charges.	Discontinued by Ombudsman On receipt of additional information
Charge of refusing meals results in loss of privileges and placement in disciplinary segregation.	Referred to appropriate authority/appeal
Placement in Peace River Correctional Centre instead of Fort Saskatchewan Correctional Centre and glass visits.	Referred to appropriate authority/appeal
Request for psychiatric assistance for bisexual condition, plus placement in Centre.	Referred to appropriate authority/appeal
Centre failed to ensure inmate appeared for fingerprinting.	Discontinued by Ombudsman On receipt of additional information
Protective custody inmates participate in activities not normally available to such inmates.	Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Request for telephone call denied.

Administrative error
Error corrected
In this case
Assistance provided

Request for transfer to Calgary plus property missing after arrest.

Referred to appropriate authority/appeal

Internal policy regarding disciplinary charges amounts to double jeopardy.

No administrative error
No remedy available

Loss of visits after conviction for possession of drugs.

Discontinued by complainant

Transfer to Grande Cache Correctional Centre after contacting the Ombudsman about diet.

No administrative error
No remedy available

Doctor refuses to recommend inmate for temporary absence pass or parole.

Referred to appropriate authority/appeal

Denied supper after taking exercise.

Referred to appropriate authority/appeal

Inadequate exercise privileges due to schooling.

Referred to appropriate authority/appeal

Denied open visits without reasons.

Referred to appropriate authority/appeal

Jewelry missing during a previous incarceration.

No administrative error
No remedy available

Refused access to probation file.

Administrative error
Error corrected
In policy or procedure
Assistance provided

Not reimbursed for lost copper in spite of Ombudsman's recommendation.

Resolved informally

Denied permanent employment with Department.

No administrative error
No remedy available

Female correctional officers strip-searching males and observing males showering.

No administrative error
No remedy available

Treatment of female inmate.

No administrative error
Assistance provided

Miscalculation of sentence commencement date.

No administrative error
No remedy available

Access to minimum security privileges denied in a minimum security facility.

No administrative error
No remedy available

Denied full privileges, safety razor, shackled when moved and not given a reason.

No administrative error
No remedy available

Denied visits at Edmonton Remand Centre.

Resolved informally

COMPLAINT	STATUS AT YEAR-END
Staff at Youth Development Center using unsanctioned punishments.	Referred to appropriate authority/appeal
Temporary Absence revoked, sentence miscalculated, other complaints.	No administrative error No remedy available
Correctional Centre should supply proof of work to Employment Standards Branch.	Referred to appropriate authority/appeal
Delay in investigating actions of correctional officer and transfer.	No administrative error No remedy available
Loss of remission for fighting.	No administrative error No remedy available
Denied temporary absence pass.	Investigation declined
Medical treatment by correctional staff results in placement in mental hospital.	No administrative error No remedy available
Return to population by phases rather than normal disciplinary route.	Referred to appropriate authority/appeal
No time limit in responding to temporary absence appeals.	Referred to appropriate authority/appeal
Denied inmate pay while in Saskatchewan system awaiting court.	Referred to appropriate authority/appeal
Assault by correctional staff, unfair charges, unfair dispositions, and unfit conditions in city cells.	Referred to appropriate authority/appeal
Held in 23 hour lock-up for unnecessary length of time awaiting a transfer.	Administrative error Error corrected In policy or procedure Assistance provided
Infrequent visits to co-accused son, cut off from library, and restrictions on canteen.	No administrative error No remedy available
Inadequate conditions and facilities for day parolees.	Referred to appropriate authority/appeal
All outgoing and incoming mail opened by staff and temporary absence pass revoked.	No administrative error No remedy available
Denied exercise privileges off the range at Fort Saskatchewan Correctional Centre.	Referred to appropriate authority/appeal
Personal belongings mistakenly released to another inmate.	Referred to appropriate authority/appeal
Inadequate medical attention for asthmatic condition.	No administrative error No remedy available
Denied permission to use own track shoes.	No administrative error No remedy available

COMPLAINT	STATUS AT YEAR-END
Denied sleeping pills and failure to obtain institutional record from Ontario.	Investigation declined
Unfairly transferred to a work camp.	Investigation declined
Requests to see doctor and director either ignored or denied and treatment by correctional officers.	No administrative error No remedy available
Efforts to qualify for pre-release unsuccessful, plus unfair institutional charges.	Referred to appropriate authority/appeal
Missing personal property.	Under investigation
Required to repay portion of moving expenses.	No administrative error Assistance provided
Inadequate medical attention for shoulder injury.	Referred to appropriate authority/appeal
Calculation of sentence, denied further temporary absence pass and security rating.	No administrative error No remedy available
Unable to obtain release from security unit.	No administrative error No remedy available
Allegedly denied fresh air exercise and disciplinary board sentence.	No administrative error No remedy available
Numerous concerns that arose during stay at Fort Saskatchewan Correction Centre.	No administrative error No remedy available
Lateral transfer jeopardized by unsubstantiated allegations.	Referred to appropriate authority/appeal
Five inmates unfairly disciplined for the actions of a sixth inmate.	Referred to appropriate authority/appeal
Unjust denial of temporary absence pass.	No administrative error No remedy available
Unjust denial of temporary absence pass.	No administrative error No remedy available
Bench visits with girlfriend denied.	Resolved informally
Termination of open visits after conviction for drug possession.	No administrative error No remedy available
Cost of glasses and optometrists fees not covered.	Referred to appropriate authority/appeal
RCMP in Saskatchewan will not waive charges to Alberta.	No authority to investigate
Assigned job to handle food even though hepatitis B carrier. Must work when injured.	No administrative error No remedy available
Guard listens to phone calls, refuses to dial, refuses to allow call to Ombudsman.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Lack of treatment for back and neck problems.	Under investigation
Transfer to another correctional centre denied.	Referred to appropriate authority/appeal
Unprofessional conduct by case worker.	Referred to appropriate authority/appeal
Waiver form missing from Remand Centre.	Under investigation
Upset with actions of correctional staff.	Referred to appropriate authority/appeal
Alleged assault of inmate by correctional staff.	No authority to investigate
Denied refund of swimming fee after temporary absence revoked.	Administrative error Error corrected In this case Assistance provided
Centre refuses to accept responsibility for missing personal belongings.	No administrative error No remedy available
Denied temporary absence pass after refusing psychological testing.	No administrative error No remedy available
Denied right to apply for pre-release and objected to Protective Custody.	Discontinued by complainant
Denied transfer to federal system.	Referred to appropriate authority/appeal
Alleged harassment by a correctional officer.	No administrative error No remedy available
Denied transfer to Ontario system.	Referred to appropriate authority/appeal
Denied payment of excess moving costs.	Under investigation
Missing personal property.	Administrative error Error corrected In this case Assistance provided
Deprived of opportunity to see inmate son.	Under investigation
Cell placement at Calgary Remand Centre.	Investigation declined
Inadequate medical attention for headaches.	Referred to appropriate authority/appeal
Inadequate medical attention.	Under investigation
Personal effects not transferred with inmate.	Investigation declined
Conditions and treatment of inmates at Youth Development Centre.	Under investigation
Loss of personal property.	Under investigation
Destruction of personal property.	Under investigation
Denied temporary absence pass.	Referred to appropriate authority/appeal

COMPLAINT**STATUS AT YEAR-END**

Delay in receipt of replacement personal property.	Investigation declined
Placement in protective custody and delay in transfer.	Referred to appropriate authority/appeal
Missing personal property.	Under investigation
Missing personal property.	Administrative error
	Error corrected
	In policy or procedure
	Assistance provided
Denied vegetarian diet after transfer.	Under investigation
Transfer out of Grande Cache Correctional Centre and placement in segregation.	Under investigation
Denied open visits for indefinite period.	Under investigation
Unfair conviction by internal tribunal.	Under investigation
Missing personal belongings.	Under investigation
Missing personal property after transfer.	Referred to appropriate authority/appeal
Delay in receiving approval for marriage.	Action pending
Missing personal property.	Under investigation
Convicted twice for the same offense.	Under investigation
Increase in security rating.	Under investigation
Request for out of province transfer.	Referred to appropriate authority/appeal
Unjustly denied a temporary absence pass.	Referred to appropriate authority/appeal
Alleged undue harassment by laying unfounded charges.	Action pending
Harassment of inmate.	Action pending
Denied temporary absence pass and harassment of native inmates.	Action pending

Number of files for department: 166

TECHNOLOGY, RESEARCH & TELECOMMUNICATIONS

COMPLAINT**STATUS AT YEAR-END****ALBERTA GOVERNMENT TELEPHONES**

Dispute over the time of a telephone call.	Referred to appropriate authority/appeal
Demoted in 1983 with a 14% pay cut.	Discontinued by Ombudsman On receipt of additional information No administrative error No remedy available
Residents of two neighboring Alberta communities cannot call each other toll free.	Referred to appropriate authority/appeal
Unfairly accused of telephone fraud.	Discontinued by complainant
Refusal to hand over medical file to family doctor.	Resolved informally
Exorbitant deposit required to install telephone.	Referred to appropriate authority/appeal
Denied change of telephone number.	Under investigation
Denied list of sub-contractors submitted by general contractor.	No administrative error No remedy available
Inadequate responses to question re: position and salary.	Discontinued by complainant
Insufficient compensation for missing telephone listing.	Referred to appropriate authority/appeal
Responsibility for unpaid telephone bill.	Referred to appropriate authority/appeal
Termination of telephone services for making nuisance calls.	Under investigation
Withholding of salary to impact on bankruptcy actions.	Action pending

Number of files for department: 13

RESEARCH COUNCIL

Non-payment of professional fee for report.	No administrative error No remedy available
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Number of files for department: 1

TRANSPORTATION AND UTILITIES

COMPLAINT**STATUS AT YEAR-END**

Policies governing driver training schools unreasonable.

Discontinued by Ombudsman
On receipt of additional information

Recent retirement incentive options offered violate assurances received from the Deputy Minister.

Referred to appropriate authority/appeal

Transportation officials responsible for fire which destroyed house.

Discontinued by Ombudsman
On receipt of additional information

Rural Electrification has not received payment for line bought by private utility company.

Investigation declined

Delays on the part of the department in proceeding with the purchase of land caused foreclosure situation.

No administrative error
No remedy available

Alleges Department not complying with heavy equipment hiring guidelines.

No administrative error
No remedy available

Delay in responding to request to buy land for highway development.

Referred to appropriate authority/appeal

Denied compensation for damage to crops.

No administrative error
No remedy available

Transfer of employee ordered for malicious reasons.

No administrative error
No remedy available

Deprived of consumer business during road construction.

Referred to appropriate authority/appeal

Drainage problems allegedly caused by highway construction.

No authority to investigate

Expropriation of property without adequate compensation.

Referred to appropriate authority/appeal

Denied compensation for rocks removed on behalf of Improvement District Council.

Under investigation

Number of files for department: 13

COMPLAINT**STATUS AT YEAR-END**

Not receiving eligible pension benefits.

Resolved informally

Claim for Renter's Assistance Credit denied due to late filing.

Under investigation

Risk Management refuses to honor claim for vehicle damages.

Administrative error
Error corrected
In this case
Assistance provided

Alberta Renter's Assistance Credit not received since 1985.

No authority to investigate

Legislative protections not honored by government in collapse of two investment companies.

Under investigation

Renewal of licenses to operate two investment companies.

Under investigation

Failure to enforce legislation resulted in failure of two investment companies.

Under investigation

Denied details regarding indebtedness.

Referred to appropriate authority/appeal

Government failed to advise public of instability of two investment companies.

Under investigation

Inadequate supervision of activities of two investment companies now in receivership.

Under investigation

Inadequate supervision of activities of two investment companies now in receivership.

Under investigation

Inadequate supervision of activities of two investment companies now in receivership.

Under investigation

Inadequate supervision of activities of two investment companies now in receivership.

Under investigation

Failure to advise public of financial instability of two investment companies.

Under investigation

Inadequate review of activities of two investment companies.

Under investigation

Failure to cancel licenses of two investment companies at an earlier date.

Under investigation

Failure to notify public of problems with two investment companies.

Under investigation

Response of government to concerns of investors in two investment companies.

Under investigation

Failure to notify public of problems with two investment companies.

Under investigation

COMPLAINT	STATUS AT YEAR-END
Failure to notify public of problems with two investment companies.	Under investigation
Inadequacy of review of activities of two investment companies.	Under investigation
Failure to notify public of problems with two investment companies.	Under investigation
Failure to notify public of problems with two investment companies.	Under investigation
Failure to cancel licenses of two investment companies at an earlier date.	Under investigation
Inaction of government resulted in collapse of two investment companies.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Failure to enforce legislation governing activities of two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to enforce legislation governing activities of two investment companies.	Under investigation
Failure to enforce legislation governing activities of two investment companies.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Failure to advise investors of problems with two investment companies.	Under investigation
Failure to advise investors of problems with two investment companies.	Under investigation
Failure to suspend licenses of two investment companies at an earlier date.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Alleges collusion in failure of two investment companies.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Failure to monitor activities and to act when problems with two investment companies arose.	Under investigation
Failure to act when problems with two investment companies became apparent.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Failure to cancel licenses of two investment companies at an earlier date.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to monitor activities of two failed investment companies.	Under investigation
Failure to revoke licenses of two investment companies when problems arose.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Inadequate monitoring of activities of two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Inadequate monitoring of two investment companies.	Under investigation
Alleges collusion between government and two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Alleged negligence in monitoring activities of two investment companies.	Under investigation
Inadequate regulations to protect victims of two failed investment companies.	Under investigation
Failure to adequately monitor activities of two investment companies.	Under investigation
Failure to curtail activities of two investment companies when problems arose.	Under investigation
Lack of enforcement of regulations governing activities of two investment companies.	Under investigation
Lack of enforcement of regulations governing the activities of two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Request for a public inquiry into the failure of two investment companies.	Under investigation
Public inquiry and legislative approval of suit re: two investment companies.	Under investigation
Failure to monitor and warn public of problems with investment companies.	Under investigation
Concerns regarding failure of two investment companies.	Under investigation
Falsely assured investment money was safe.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Inadequate monitoring of activities of two investment companies.	Under investigation
Improprieties by two failed investment companies and government.	Under investigation
Failure to protect investors from activities of two investment companies.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Alleged improper regulatory measures over two investment companies.	Under investigation
Inadequate control over activities of two investment companies.	Under investigation
Failure to act when problems arose with two investment companies.	Under investigation
Failure to enforce legislation governing activities of two investment companies.	Under investigation
Denied interest for delay in receipt of monthly pension benefits.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to properly compensate victims of collapse of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Negligence in enforcing legislation governing two investment companies.	Under investigation
Negligence in monitoring activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to act when problems with two investment companies arose	Under investigation
Negligent in monitoring activities of two investment companies.	Under investigation
Responsibility for collapse of two investment companies.	Under investigation
Misled as to location and security of deposits in two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Denied pension increase after position re-classified.	Discontinued by complainant

COMPLAINT	STATUS AT YEAR-END
Inadequate monitoring of activities of two investment companies.	Under investigation
Non-receipt of funds from company handling investment company collapse.	Under investigation
Call for public inquiry into collapse of two investment companies.	Under investigation
Misleading information provided by consultant from failed investment company.	Under investigation
Misleading information about security of two investment companies.	Under investigation
Misrepresentation of security of savings in group of investment companies.	Under investigation
Misled about investment in failed investment companies.	Under investigation
Only received 30 per cent of money from failed investment company.	Under investigation
Parent company not assuming responsibility for collapse of two investment companies.	Under investigation
Only 30 per cent of money returned from failed investment company.	Under investigation
Misrepresentation of security in one of two failed investment companies.	Under investigation
Denied information regarding interest and annuities issued by failed investment company.	Under investigation
Misleading information about deposits in one of two failed investment companies.	Under investigation
Misleading information regarding security of two investment companies.	Under investigation
Collapse of two investment companies.	Under investigation
Funds deposited with two investment companies are frozen.	Under investigation
Misrepresentation of security of funds in two investment companies.	Under investigation
Request for a public inquiry into the collapse of two investment companies.	Under investigation
Misrepresentation of placement of funds by investment company consultant.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Misrepresentation by consultant re: deposits to one of two failed investment companies.	Under investigation
Misrepresentation by investment company consultants.	Under investigation
Collapse of investment company.	Under investigation
Misrepresentation of security of two investment companies.	Under investigation
Collapse of two investment companies.	Under investigation
Misled by consultant re: terms of investment contract.	Under investigation
Parent company rather than government is responsible for collapse of two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Inadequate monitoring of activities of two investment companies.	Under investigation
Misled as to security of deposits in two investment companies.	Under investigation
Failure to warn investors of problems with two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Direction given to Coopers & Lybrand re: RRSP invested in investment company.	Under investigation
Misleading and omitted information from investment company consultant re: investments.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Request to the Premier for a public inquiry into two failed investment companies.	Under investigation
Misrepresentation of security of deposits in two investment companies.	Under investigation
Collapse of two investment companies resulting in loss of life's savings.	Under investigation
Error in transferring funds to failed investment company.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Misrepresentation of deposit of monies by investment company consultant.	Under investigation
Request to the Premier to call an in-depth investigation.	Under investigation
Handling of investigation of collapse of two investment companies.	Under investigation
Transfer of funds to failed investment company.	Under investigation
Alleged inaction re: activities of two investment companies.	Under investigation
Lack of monitoring of activities of two investment companies.	Under investigation
Activities of investment consultants referred to police as a delay tactic.	Under investigation
Alleges general negligence by government in collapse of two investment companies.	Under investigation
Negligence in monitoring activities of two investment companies.	Under investigation
Lack of supervision of activities of two investment companies led to collapse.	Under investigation
Failure to adequately monitor activities of two investment companies.	Under investigation
Placement of two investment companies in receivership.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of investment companies.	Under investigation
Denied purchase of six months prior service.	Under investigation
Negligence in not monitoring activities of two investment companies.	Under investigation
Failure to monitor activities of two investment companies.	Under investigation
Delay in transfer of funds from failed investment company.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Negligence in not properly monitoring activities of two investment companies.	Under investigation

COMPLAINT**STATUS AT YEAR-END**

Failure to properly monitor activities of two investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Misled as to security of deposits in two investment companies.	Under investigation
Negligence in not properly monitoring activities of failed investment companies.	Under investigation
Failure to act when problems with two investment companies arose.	Under investigation
Revoking of licenses of two investment companies.	Under investigation
Misled as to security of deposits in two investment companies.	Under investigation
Legislation failed to protect depositors in two investment companies.	Under investigation
Negligence in not monitoring activities of two investment companies.	Under investigation
Security of deposits with investment company.	Under investigation
Failure to warn depositors of problems with two investment companies.	Under investigation
Failure to warn depositors of problems with two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor the activities of two investment companies.	Under investigation
Failure to ensure investors' deposits were protected.	Under investigation
Unsuccessful in buying back pensionable time.	No authority to investigate
Failure to monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to assist investors facing financial losses.	Under investigation
Questionable comments by investment company staff.	Under investigation
Misrepresentation re: security of investments in failed investment company.	Under investigation
Misrepresentation of security of investments in failed investment company.	Under investigation

COMPLAINT	STATUS AT YEAR-END
Failure to properly monitor activities of two investment companies.	Under investigation
Misled as to security of deposits in two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to notify depositors of problems with two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Inadequate monitoring of activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Cancellation of licenses of two investment companies.	Under investigation
Inadequate protection for investors in failed investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to warn public of problems with two investment companies.	Under investigation
Misled as to security of deposits in two investment companies.	Under investigation
Misdirection of funds by investment company consultant.	Under investigation
Apparent misdirection of funds by investment company.	Under investigation
Misled as to location of deposits made to investment company.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Investigation declined

COMPLAINT**STATUS AT YEAR-END**

Failure to properly monitor activities of two investment companies.	Under investigation
Potential results of investigations into collapse of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Confusing information re: status of finances of investors.	Under investigation
Delay in receipt of settlement funds after investment company collapse.	Referred to appropriate authority/appeal
Failure to properly monitor activities of two investment companies.	Under investigation
Loss of life savings after collapse of two investment companies.	Under investigation
Failure to properly monitor activities of two investment companies.	Under investigation
Credit Union Stabilization Corporation refuses to accept cash settlement.	Action pending
Denied full formula pension for disability.	Action pending

Number of files for department: 209

TREASURY BRANCHES

Incurred foreclosure costs because Branch failed to re-negotiate mortgage properly.	Discontinued by Ombudsman On receipt of additional information
Re-negotiation of loan after bank discovered error in original calculations.	Referred to appropriate authority/appeal
Denied 25 year mortgage due to age.	Under investigation
\$200 deposit not credited to account.	No administrative error No remedy available
Denied opportunity to establish Treasury Branch agency.	No administrative error No remedy available
Irresponsible disbursement of funds to creditors.	Under investigation

Number of files for department: 6